

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Rothwell & Desborough Health Care Group keeps strictly to the rules of medical confidentiality. If you are unable to complain yourself then someone else, usually a relative or close friend can complain for you. You must give your written consent for them to do so.

COMPLAINING TO OTHER AUTHORITIES

We hope that, if you have a problem, you will use the Practice Complaints Procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. However, if you feel you cannot raise your complaint with us, you can contact:

NHS England, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 22 33

E-Mail: nhscommissioningboard@hscic.gov.uk

CONTACTING THE CARE QUALITY COMMISSION (CQC)

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 0300 0 61 61 61, or alternatively visit the their website: www.cqc.org.uk

PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found using the web address below:

[http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found using the web address below:

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298

Rothwell & Desborough Health Care Group

Rothwell Medical Centre 109 Desborough Rd Rothwell, Northants NN14 6JQ T: 01536 211277 F: 01536 714189	Desborough Surgery 35 High Street Desborough, Northants NN14 2NB T: 01536 760345 F: 01536 763281
-----------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------

Website: www.rdhg.co.uk

Comments, Complaints and Suggestions

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr Timothy Myhill
Dr Paul Ayton
Dr Karim Khan
Dr Sophie Crowley
Dr Anand Pattar
Dr Amrin Rahuf
Dr Sukhman Kalra
Dr Asif Khokhar
Dr Rod Montgomerie
Dr Davinia Hetherington
Dr Tahir Khokhar

Please Take a Copy

April 2016

LET THE PRACTICE KNOW YOUR VIEWS

Rothwell & Desborough Health Care Group is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

For issues regarding any of our reception services or reception staff you can contact Sarah Yarrow, Reception Supervisor at Rothwell Medical Centre.

PRACTICE COMPLAINTS PROCEDURE

If you have any complaints or concerns about the service you have received from any member of our staff, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria. **Note:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible, as this will enable us to establish a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your

complaint within the following timescales:

- Within 12 months of the incident that caused the problem; or
- Within 12 months from when the complaint comes to your notice

The Practice Manager, Nicola Warren, will be pleased to deal with any complaints, comments or suggestions:

In writing – some issues may be easier to explain in writing. Please give as much information as you can and send your complaint to Desborough Surgery.

Via our website – www.rdhg.co.uk

The Practice will acknowledge your complaint within three working days and aim to have looked into your complaint within 14 working days of the date the complaint was received.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were our staff helpful and courteous?

COMPLAINTS AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____