

## APPENDIX THREE – COMPLAINTS LEAFLET

When we look into your complaint we will aim to:

- Investigate the problem with all members of staff concerned
- Notify you of the outcome of the investigation with a satisfactory explanation
- Identify the problem with a view to improving the service we offer to our patients

We hope that you will use the Practitioner Health Services Complaints Procedure so that we are able to resolve the problem and have the opportunity to improve our service to you.

This of course does not affect your right to approach **The Parliamentary & Health Service Ombudsman** if you feel you cannot raise your complaint with us or you are not satisfied with the outcome of an investigation. If you need initial advice on how to proceed, the following team will provide independent help, including writing letters, making telephone calls and moral support.

**The Parliamentary and Health Service Ombudsman:**

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

[phso.enquires@ombudsman.org.uk](mailto:phso.enquires@ombudsman.org.uk)

0345 015 4033 (Mon–Fri 8.30am-5.30pm)



hurley group

# Practitioner Health Services

**(NHS Practitioner Health Programme, NHS GP Health service, Trainee Doctor & Dentist Support Service)**

## Complaints Procedure



## **PRACTITIONER HEALTH SERVICES COMPLAINTS INFORMATION LEAFLET**

If you have a complaint or concern about the service you have received from a clinician or any member of staff working at the Practitioner Health Services please let us know. We operate a Practice Complaints Procedure as part of the NHS system. Our Complaints Procedure meets the national criteria.

If you are complaining on behalf of someone else, please note that we adhere to strict rules of medical confidentiality and will not be able to act on this complaint without the patient's permission on a signed and dated consent letter.

If the complaint is regarding a deceased patient, the practice will proceed with an investigation.

You need to make your complaint as soon as possible, but ideally within six months of the incident that caused the problem or within six months of discovering that you have a problem relating to a specific incident to enable us to gather all the information whilst still fresh.

We also have a comments, suggestions and compliments box located in the waiting room in which we invite you to give us feedback on areas you may feel we are doing well or not so well.

### **THE PROCEDURE**

We aim to sort out most problems easily and quickly and often at the time that they arise. If your problem cannot be sorted immediately and you wish to make a complaint, we would like you to let us know in writing as soon as possible.

All complaints should be addressed to the Operations Manager here at the Practitioner Health Services, who will ensure that your complaint is dealt with promptly.

### **WHAT WE WILL DO**

We will acknowledge your complaint within three working days of receipt together with an apology. We aim to have looked into your complaint within ten working days, although this will be determined by the complexity of the complaint and access to those involved.

We aim to be in a position to offer you a response or a meeting with the people involved, or if there is to be a delay in responding (for instance, due to staff absences or a third party not directly employed by the Practitioner Health Services), to keep you updated of the progress of your complaint.