

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Coventry Road Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The Practice Manager aims that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact any of the following 3 bodies:

Patient Advisory Liaison Service (PALS) are based at Birmingham Heartlands hospital: 0121 424 0808

Independent Complaints and Advocacy Service (ICAS) Are based at Colbalt Square, 83 Hagley Road, B16 8QG and can be contacted on 0300 330 5454

Birmingham Crosscity CCG are based at 142 Hagley Road, Edgbaston, B16 9PA, 0121 255 0700

CARE QUALITY COMMISSION

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 03000 616161, or alternatively visit the following website: <http://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 Web Address Below:

<http://www.pals.nhs.uk/officemapsearch.aspx>

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on

http://www.pohwer.net/how_we_can_help/icas_providers.html

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 <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

Coventry Road Medical Centre Suggestions & Complaints Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNER

Dr Nishat Ahmad

Practice Manager: Surjit Kaur

Tel:0121 773 5390

Fax:0121 506 2519

Website:

www.coventryroadmedicalcentre.co.uk

**Striving to enhance your
experience when visiting your
Surgery**

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

Coventry Road Medical Centre 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.

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 you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, 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

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact our Complaints Lead – Surjit Kaur. You can do this through the Practice website, leaving a message with reception or in writing. The Complaints Lead will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get 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 from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice may arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed. This procedure can also take place over the telephone.

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.

Suggestions & Complaints form

Name: _____

Address: _____

Telephone: _____

Date of Suggestion/complaint: _____

Details: _____

Signed: _____

Date: _____