

Wickham Market Medical Centre

COMPLAINTS PROCEDURE – PATIENT INFORMATION

We are always pleased to receive suggestions for improving our services and we like getting compliments as well. We hope you will never have cause for serious complaint but if you do, we have a complaints procedure aimed at quick resolution of problems.

(wickhammarket.reception@nhs.net)

The doctors and staff at Wickham Market Medical Centre strive to deliver high quality patient care at all times and in all areas of contact with the patient or patient's representative, and are realistic enough to appreciate that there are times when less than efficient service may be given or instances where the patient is less than happy with the service he has received.

In order to attain and maintain high standards of care, feedback is needed from those to whom the care is delivered; one mechanism is the complaints procedure.

1. As a patient, you have a right to complain about any aspect of the service with which you are less than satisfied, and the Practice has produced this Complaints Procedure to assist you through this.
2. Any complaint you wish to make ideally is to be in writing on the Complaints & Comments leaflet, by letter or email. This should be addressed in any case to the Practice Manager. If you would prefer to complain verbally, please discuss with our reception team and arrangements can be made. If you feel the doctor is the most appropriate person to approach, you are free to do so.
3. You will receive acknowledgment within three working days from receipt. Within this acknowledgement you will have the opportunity to view our complaints policy. If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.
4. Any complaint you make will be investigated and you will receive a written report from the Practice as to the outcomes of the investigations and, where appropriate, the steps taken to ensure the situation does not recur.
5. If considered appropriate by all parties, you will be invited to attend the surgery to discuss the matter with the Practice Manager and, where appropriate, one or more of the doctors, following which you will receive a written statement from the Practice as to the discussion and the outcome.
6. Where other parties are involved, you will be kept informed as to the steps being taken to obtain their statements.
7. The Practice will strive to deal with complaints in a methodical and efficient manner in order to bring about an equitable conclusion.

It is sincerely hoped that any complaint you have about the Practice can be dealt with by those responsible for ensuring patient care and delivery of services within the Practice, but there are times when you may feel this is inappropriate, or you may not be happy with the results of the complaints procedure. You have the right, therefore to complain to:

The Health & Social Care Information Centre

NHS England, PO Box 16738

Redditch B97 9PT Tel: 0300 311 2233

Email: England.contactus@nhs.net

Suffolk & North East Essex Integrated Care Board (ICB). Their contact details are;

Tel: 0800 389 6819

Email: complaints@snee.nhs.uk

Please note, you can only raise your complaint with one organisation, you cannot complain to both the Practice and the ICB.

Should you wish to discuss any part of this document with the Practice Manager, please ask the Receptionist or your doctor to arrange this for you.