
If you feel your complaint has not been dealt with correctly by the Practice you can go to the Health Service Ombudsman who can be contacted on **0345 015 4033**.

There are services that patients can use to help in any complaint or query they may have over their GP service.

One is called **'The Patients Advice & Liaison Service'** (PALS), the other one is called **'POHWER'**

POHWER is an advocacy service who can support you to help make a complaint to either the Practice or NHS England,.They will also help and advise you during the process and also help with your understanding of any response and advise you of your rights to challenge any response.

They can be contacted on:

Tel: 0300 123 9553

www.pals.nhs.uk

POHWER - Lincolnshire

Tel: 0300 200 0084

www.pohwer.net

If you have any concerns about Health or Social Care in the area then please contact the Care Quality Commission on 03000 61 61 61

The Branston and Heighington Family Practice

Station Road
Branston
Lincoln LN4 1LH

Tel: 01522 793081

Reviewed June 2020

The Branston and Heighington Family Practice

PRACTICE COMPLAINTS PROCEDURE

Sole Contract Holder
Dr. Mekela Mahalingam

Tel: 01522 793081
www.branstonsurgery.co.uk
branstonsurgery@btconnect.com

Our aim is to provide you with the best possible service and to constantly monitor and improve our performance.

PRACTICE COMPLAINTS PROCEDURE

Occasionally, things do not go as well as expected. If you have a complaint or concern about the service you have received from the doctors or any of the staff working at the practice, please let us know.

Under new guidelines from the Care Quality Commission, this Practice must appoint a Responsible Person to ensure compliance with the National Complaints Procedure and to monitor complaints. This person is Dr Mahalingam, however all complaints will be handled in the first instance by the Complaints Manager which in this Practice is the Practice Manager. Therefore, please address all written complaints to the Practice Manager.

HOW TO COMPLAIN

We hope that most of the problems can be sorted out quickly and easily at the time they arise and with the person concerned. However, if this is not possible and you wish to make a complaint, please contact our Practice Manager as soon as possible after the event.;

If it is not possible you can complain:

- Within 12 months of the incident that caused the problem.

If you wish to discuss your problem please make an appointment with the Practice Manager who will ensure that your concerns are dealt with promptly.

Alternatively, if you wish to make a written complaint, please address it to the Practice Manager.

If you do not wish to approach the Practice directly with your complaint you can write a letter of complaint about the Practice to NHS England at the following address

NHS England Complaints
PO Box 16738
Redditch
B97 9PT

They will then request the Practice to respond directly to them. NHS England will then respond to the patient after they have completed their investigation into the complaint.

WHAT WE SHALL DO?

On receipt of a written complaint it will be acknowledged within 3 to 5 working days. We aim to reply to your complaint with an explanation within 30 days.

If there is a delay beyond this time perhaps due to the person involved being on holiday, we will let you know the reason for the delay.

After this time, we will offer you an explanation and/or a meeting with the person involved.

When we look into your complaints we aim to:

- Investigate thoroughly the complaint
- Make it possible for you to discuss the problem with those concerned.
- Make sure you receive an apology where appropriate.
- Identify what we can do to avoid any similar problem in the future.

COMPLAINING ON BEHALF OF ANOTHER PERSON

Please note that we keep strictly to the laws on patient confidentiality. If you are complaining on behalf of someone we must have a signed letter of consent from the person concerned unless they are incapable of providing this.

PRACTICE COMPLAINTS PROCEDURE