

## What difference will I have made by raising a concern or making a complaint?

We recognise people sometimes worry about making a complaint or raising a concern. People worry that by making a complaint it may be detrimental to the person(s) concerned. We would like to assure you that all complaints are dealt with in a confidential and sensitive way that does not discriminate against anyone.

We are committed to learning lessons from concerns and complaints and to use them to improve the service we provide, not only for the particular patient making the complaint but for all patients.

## If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP**

**Tel: 0345 0154033**

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

You may also contact NHS England

By Post to:  
NHS England PO Box 16738  
Redditch  
B97 9PT

By Email to:  
[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

By telephone:  
0300 311 2233

The Practice Complaints Manager is:

Anisha Dsouza

The Practice Complaints Lead is

Dr Tim McCarthy

Dr C. Stephen  
Dr T. McCarthy  
Dr W. Porczynska



**BOYATT WOOD SURGERY**  
**COMPLAINTS PROCEDURE**

## Making a Complaint

Most patients are happy with the care they receive at the surgery, however we realise that there may be times when we do not get things right. When this does happen we need to know.

Most problems can be sorted out straight away by the staff that are caring for you, tell them what is worrying you and they will do their best to help you. This may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering it.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### **Send your written complaint to:**

Mrs Anisha Dsouza Practice Manager

Boyatt Wood Surgery

## What Happens Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter within 4 weeks. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include findings of the investigation, an apology if we have made a mistake, an explanation of any lessons learnt or changes that will take place as a result of the findings of the investigation. Details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

## Complaining on Behalf of Someone