

Comments and Complaints

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 the management team who will try to resolve the issue with you and offer you further advice on the complaint's 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.

You can use this form, write to the complaints team or send an email to hiowicb-p.unicitypatientexperience@nhs.net. The practice will acknowledge your complaint within 3 working days.

The practice may contact you to discuss the complaint, to agree with you how the complaint is going to be investigated, or arrange a meeting if necessary and timescale for this to be completed.

When the practice investigates their complaint, it aims to:

- Ascertain the full circumstances of the complaint
- Make sure that you receive an apology, where this is appropriate

PRACTICE COMPLAINTS PROCEDURE

If you have a genuine complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a complaint procedure as part on 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 subject to any negative effect on your care, support or treatment.

LET THE PRACTICE KNOW YOUR THOUGHTS

Uni-City 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 service you receive. Tell us what we do best, where we don't meet your expectations plus any ideas or suggestions that you may have

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Uni-City 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.

TELL US ABOUT OUR SERVICE- COMPLETE THE COMMENTS FORM

Please use this form for suggestions, ideas, feedback or compliments that you wish to share.

Examples:

- Was your appointment with the practitioner that you wanted to see?
- Were you seen within 20 minutes of the appointment time?
- Were our staff helpful and courteous?
- Could you easily get through on the phone?

Name:

DOB:

Address:

Telephone Number:

COMMENTS:

If you would still like to send us an official complaint, then please find the complaints form attached.

COMPLAINTS FORM

Are you our: Patient

Patient representative

(If you are a patient representative, you must have the patients written consent)

Is your complaint about?

A member of staff

The phone lines

A clinician

An Appointment

The Facilities

Something else

Please describe in one or two sentences the issues that led to this complaint- this will help us to understand the key problems that you have experienced

Has this problem occurred recently?

Can you identify where the issue may have arisen eg: did this happen because of conflicting messages, a personality conflict, problems within communication within the practice?

As part of the complaints procedure, we would like to review this complaint to ensure our systems are as efficient as we can make them- are you happy for us to review things, going forward?

Signed:

Date:

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope 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:

Healthwatch Portsmouth (ICAS)

Email: info@theadvocacypeople.org.uk; www.theadvocacypeople.org.uk

Contact telephone: **0300 440 9000** (9am –5pm Mon –Fri, out of hours please leave a message.

PO BOX 375, Hastings, East Sussex, TN34 9HU; Text: 80800 starting message with PEOPLE

Visit www.healthwatch.co.uk/help-make-complaint for more support

INDEPENDENT COMPLAINTS & ADVISORY SERVICE (ICAS) is a national service that supports people who what to make a complaint about their NHS care or treatment.

Your local ICAS service is **Healthwatch Portsmouth**

SOUTH EAST COMPLAINTS HUB

NHS Frimley ICB, Aldershot Centre for Health, Hospital Hill, Aldershot, Hampshire, GU11 1AY

Telephone: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net

Visit: www.frimley.icb.nhs.uk/contact-us/complaints-and-compliments

CARE QUALITY COMMISSION (CQC) if you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on **03000 616161**, or alternatively visit their website: <http://www.cqc.org.uk>

OMBUDSMAN The Ombudsman considers complaints about poor treatment or services provided throughout the NHS in England. The service is independent , impartial and free. If you have any questions about whether the Ombudsman may be able to help you, or about how to make a complaint, please contact:

Helpline **0345 015 4033** Monday –Thursday 8.30am—5pm & Friday 8.30am to 12pm, (except bank holidays). Calls are charged at local or national rates. Textphone (minicom) **0300 061 4298**

Email: phso.enquiries@ombudsman.org.uk Visit www.ombudsman.org.uk

Alternatively write to: THE PARLIMENTARY & HEALTH SERVICES OMBUDSMAN, MILLBANK TOWER; MILLBANK; LONDON; SW1P 4QP