

Let The Practice Know Your Views

We are always looking for ways to improve the services we offer to patients. To do this effectively, the practice needs to know what you think about the services you receive. Even the best organisations don't always get things right. The practice always takes complaints and suggestions seriously in order to try to improve the service that we offer. Only by listening to you, can the practice continue to build and improve upon the service it offers.

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. Using this procedure will not affect your right to discuss the matter with the independent complaints and advocacy service.

Complaining On Behalf of Someone Else

Medical records are protected under the General Data Protection Regulation (GDPR), and we strictly adhere with patient confidentiality.

If you are complaining on behalf of someone else, we need to know that you have their permission to do so. Written consent, signed by the patient (outlining the nature of the request) will be required unless they are incapable (e.g., due to illness) or you have a 'Personal Welfare Lasting Power of Attorney'.

How To Complain

Most issues can usually be resolved without you having to make a "formal complaint". We encourage you to have an informal chat with your doctor or the member of staff involved first - very often a problem can be addressed, or a misunderstanding can be cleared up straight away. A verbal or written complaint takes time and minor issues are often resolved more quickly if you speak to us directly. If this does not resolve the situation, please ask to speak with our Complaints Manager as soon as possible. They will listen to your concerns and offer you further advice on our complaints procedure.

If it is not possible to resolve your complaint immediately, please let us have details of your complaint within 12 months of the incident that caused the problem or within 12 months from when the complaint comes to your notice.

We will acknowledge receipt of your complaint within three working days of it arriving and we will offer you the opportunity to discuss your complaint with us. We will provide you with updates during our investigation of your complaint. We aim to resolve all complaints and provide a final formal response within forty days (explaining the outcome and any actions to be taken as a result), although liaison with other service providers may delay the process.

When we look into your complaint we aim to:

- ❖ Find out what happened and what went wrong
- ❖ Make arrangements for you to discuss the problem with those concerned, if you wish.
- ❖ 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.

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, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

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.

Tel: 01243 831822

Email: wshnt.palschichester@nhs.net

Healthwatch - Independent Health Complaints Advocacy Service (IHCAS)

Healthwatch West Sussex provides a free and independent health complaints advocacy service, which helps local people explore options for getting their voice heard when they feel something has gone wrong with their health service. For more information, visit their website at www.healthwatchwestsussex.co.uk/complaintssupport/ or contact them at:

Telephone: 0300 012 0122

Email: ihcas@healthwatchwestsussex.co.uk

Address: PO Box 1360, Crawley, West Sussex, RH10 0QS

Clinical Commissioning Group

The Causeway, Worthing, BN12 6BT.

Tel: 01903 708 400.

Email: cwscg.complaints@nhs.net

NHS England

A service dealing with complaints, issues and enquiries that cannot be resolved locally within the practice.

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

Contacting The 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: www.cqc.org.uk

Ombudsman

As a last resort, 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.

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

email phso.enquiries@ombudsman.org.uk

or write to them at:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank

London SW1P 4QP

Patient's Name _____

Date of Birth _____

Address _____

Phone Number _____

Email Address _____

Outline of Complaint _____

Date of Event _____

Member of Staff _____

Selsey Medical Practice

Complaints and Comments Leaflet

Let the Practice know
your views

Partners

Dr Alison Parrish

Dr Rachel Jameson

Dr Edward Ford

Dr Kingsley Poole

Dr Ivar Claros

Updated July 2021