



# NORTHBOURNE MEDICAL CENTRE

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Dr A Butler, Dr Monjardino, Dr Rushton, Dr Pike, Dr Kirk & Dr Wormsley

## PATIENT INFORMATION LEAFLET - COMPLAINTS

We welcome compliments, suggestions, or concerns about the service you have received from the doctors or any of the staff working at the Northbourne.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

As a patient of the NHS you have a right to:

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Be informed of the outcome of your complaint
- Take your complaint to the Health Service Ombudsman if you are not satisfied with the outcome

### How to complain (Local Resolution)

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible using our complaints form

- We will acknowledge your complaint within one week and offer to make arrangements to discuss your concerns. We will also give you an idea of how long our investigation may take
- We will then investigate your complaint within the practice
- We will keep you informed of the progress of our investigation
- We will send you a response explaining the outcome of our investigation and any actions to be taken as a result
- We will aim to have looked into your complaint within 14 working days of the date when you raised it with us, although in some circumstances more time may be required. When we look into your complaint, we shall aim to:
  - Find out what happened and what went wrong;
  - Make it possible for you to discuss the problem with those concerned, if you would like this;
  - Make sure you receive an apology, where this is appropriate;
  - Identify what we can do to make sure the problem doesn't happen again.



### Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Therefore, if you are not the patient, their signature will be required giving consent for the complainant to make the complaint on their behalf. An exception will be made if for some reason this is not possible, i.e. you wish to complain on behalf of a minor, a deceased patient or the patient is incapable (because of illness) of providing this.

### Help and Advice

You may also receive advice from:

#### **NHS England**

Tel: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

#### **The Independent Complaints Advocacy Service (ICAS)**

Tel: 0844 477 1171

#### **Healthwatch**

In person at the Citizens Advice Bureau (CAB) in Lancing, Shoreham or Worthing

Tel: 0300 012 0122

An on line enquiry form is available via their website [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

#### **Care Quality Commission (CQC)**

Tel: 03000 61 61 61

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Alternatively an online form is available via their website [www.cqc.org.uk](http://www.cqc.org.uk)

### What to do if you are not happy with our response

If you are not happy with our response (local resolution) you can ask the Health Service Ombudsman for an 'independent review'. Their details are as follows:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel. Complaints Helpline 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)