



THE MOUNTVIEW PRACTICE

PRACTICE COMPLAINT PROCEDURE

The doctors and staff in the surgery strive to maintain high quality patient care at all times and in all areas of contact with the patient or patient's representatives, but are realistic enough to appreciate that there may be times when less efficient service may be given or instances where the patient is less than happy with the service he has received.

In order for us to maintain a high standard of care, feedback is needed from those to whom the care is delivered: one mechanism is the complaints procedure.

As a patient you have a right to complain about any aspect of the service, which you are less than satisfied, and the practice has produced this complaints procedure, as part of a NHS system to assist you through this.

We hope that most problems can be sorted out 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** – ideally, within a matter of days or at most a few weeks, as this will enable us to establish what happened more easily.

1. Any complaint can be accepted either in writing, or verbally and should be addressed to Helen Dingle, Practice Manager. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.
2. If you feel the doctor is the more appropriate person to approach, you are free to do so.
3. Whether your complaint is verbal or written, you will receive a written acknowledgement within seven working days from receipt.
4. Any complaint you make will be investigated to find out what went wrong and why and where appropriate, steps taken to ensure the situation does not recur.
5. If consideration appropriate by all parties, you will be invited to attend the surgery to discuss the matter with the Practice Manager and, where appropriate one or more of the doctors.
6. 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

his/her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

It is sincerely hoped that any complaint you have about the practice can be dealt with by those responsible for ensuring patient care and delivery of services within the practice, but there may be times when you feel this is inappropriate, or you may not be happy with the results of the complaints procedure. You have the right therefore to complain within 28 days from completion of Local Resolution to the following:

NHS England,
P.O. Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33 (Monday to Friday 8am – 6pm, excluding English Bank Holidays)
Email: england.contactus@nhs.net