

Bungay Medical Practice

Patient Information Leaflet

Complaints Procedure

Practice complaints Procedure

If you have a complaint or concern about the service you have received from doctors or any of the staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets National criteria.

How to complain

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** because this will enable us to establish what happened more easily. If it is not possible to do that please let us have details of your complaint:

- within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. The Practice Manager will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. 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 does not 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. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to NHS England

We hope that, if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. This does not affect your right to approach the Customer Contact Centre (CCC) of NHS England if you feel you cannot raise your complaint with us **or** you are dissatisfied with the result of our investigation. The CCC can be contacted between 08.00 – 18.00hrs Monday to Friday, excluding Bank Holidays, in the following ways:

Email: england.contactus@nhs.net

Telephone: 0300 311 22 33

Address: NHS England, PO Box 16738, Redditch, B97 9PT

PLEASE GO TO

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx> FOR FURTHER ADVICE AND GUIDANCE.