

Queensway Medical Centre Complaints Procedure

Complaint Forms are available from Reception

Practice Contact Details:
Queensway Medical Centre
12-14 Olympic Way, Wellingborough NN8 3QE
Tel No. 01933 420777
The Complaints Manager is:
Anna Seamark – Practice Manager

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so **in writing**, preferably by emailing patientsofqmc@nhs.net as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

What we Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt usually within 3 working days, and where possible contact you and agree how your complaint will be investigated and the time it will take. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than agreed we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else to about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party; this depends on the wording of the authority provided.

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

Website: www.ombudsman.org.uk

Useful Contacts

The NHS Complaints Advocacy is an independent organisation that supports people who wish to make a complaint about their NHS treatment or services. They can be contacted on 0300 330 5454 or write to: NHS Complaints Advocacy, Voiceability, Mount Pleasant House, Huntingdon Road, Cambridge CB3 0RN, e-mail:

nhscomplaints@voiceability.org

Northamptonshire NHS Patient Advice and Liaison Service, Sudborough House, St Mary's Hospital, London Road, Kettering NN15 7PW Freephone 0800 917 8504 email: pals@nhft.nhs.uk provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

NHS ENGLAND Complaints and Advisory Service, NHS Commissioning Board, PO Box 16738 Redditch B97 9PT Telephone 0300 311 2233 e-mail: nhscommissioningboard@hscic.gov.uk

The Care Quality Commission, Citygate, Gallowgate. Newcastle NE1 4PA is responsible for checking that every care provider meets important standards of quality and safety. However, their duties do not include dealing with individual complaints about providers services.

Telephone 03000 616161 e-mail: enquiries@cqc.org.uk

Help us get it right

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

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When things go wrong

