

PRACTICE COMPLAINTS PROCEDURE: PATIENT ADVICE LEAFLET

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

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly when they occur and involving the individuals 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. If it is not possible to do that, please let us have more 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 that this is within 12 months of the incident

Complaints should be made in the first instance, in writing and addressed to:
Mrs A Clarke (Practice Manager).

Unfortunately we are unable to accept your complaints by email at present.

Once we have received your complaint in writing, you may wish to make an appointment with Mrs Clarke to discuss your concerns personally.

WHAT SHALL WE DO?

We will acknowledge your complaint within 5 working days and aim to have looked into your complaint within 28 working days of the date when you first raised the complaint.

When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make sure you receive an apology if this is warranted
- Identify what we can do to make sure the problem does not occur again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we are bound by the rule of patient confidentiality and strictly adhere to this. If you are complaining on behalf of someone else, we have to know that you have their written permission to do so unless they are incapable of doing so (due to illness).

FURTHER CONTACT DETAILS

If the patient remains dissatisfied with the outcome of their complaint they may refer the matter to:

PALS (Patient Advice & Liaison Service)

0800 3896819 (Option 1)

Endeavour House

8 Russell Road

Ipswich

IP1 2BX

Customer Contact Centre (CCC)

0300 311 22 33

NHS England

PO BOX 16738

Redditch

B97 9PT

england.contactus@nhs.net

Local Health Watch Organisation

Suffolk Health Watch

01449 703949

Unit 14 Hill View Business Park

Ipswich

IP6 0AJ

Parliamentary and Health Service Ombudsman

foi.officer@ombudsman.org.uk

Helpline: 0345 015 433

Millbank Tower

Millbank

LONDON

SW1P 4QP

The logo for Orchard Medical Practice features the word 'ORCHARD' in a large, serif font with a stylized 'O'. Below it, the words 'Medical Practice' are written in a smaller, sans-serif font, with 'Medical' and 'Practice' separated by a horizontal line.

Orchard Street, Ipswich, IP4 2PZ – t: 01473 213261 – f: 01473 289405 – w: orchardmedicalpractice.nhs.uk