

# KES@NORTHGATE

## PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff at KES@Northgate please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints and our procedure meets these 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, ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint within six months of the incident that caused the problem or within six months of the date of discovering the problem, provided that it is within twelve months of the incident.

Complaints should be addressed to Matthew Bramall, Practice Manager or Dr. Drury. We would encourage you to write down what happened or make an appointment with Matthew to discuss your concerns privately. We will make sure your complaint is dealt with promptly.

### What we will do

We will acknowledge your complaint within three working days and aim to have looked into 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 will aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with the people concerned, if you would like to do that
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem does not happen again.

|                |    |                               |  |
|----------------|----|-------------------------------|--|
| Version Number | V6 | Name of originator/ author    | Practice Manager – Matthew Bramall                   |
|                |    | Name of executive lead        | Senior Partner – Dr Naomi Drury                      |
|                |    | Date V1 created               | Brought forward                                      |
|                |    | First Reviewed                | 07 September 2012                                    |
|                |    | Last Reviewed                 | 07 July 2015, 17 July 2017, 01 Nov 2022, 22 Nov 2024 |
|                |    | Next Review due               | 22 November 2026                                     |
|                |    | Person responsible for review | Practice Manager                                     |

## **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 signed note from the person concerned will be needed unless they are incapable of providing this.

## **Taking your complaint further**

We hope that if you have a problem you will use our practice complaints procedure and talk through your concerns with us. We believe that this will give us the best change of putting right whatever has gone wrong and give us the opportunity to improve our practice.

If you are unhappy with the response to your complaint you can ask the Health Service Ombudsman for an 'Independent Review' of your case. The Health Service Ombudsman is an independent body established to investigate complaints that individuals have been treated unfairly or have received poor service from the NHS in England. You can contact the ombudsman at:

Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

Tel: 0345 015 4033

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

Website: [www.ombudsman.org.uk/make-a-complaint/how-to-complain](http://www.ombudsman.org.uk/make-a-complaint/how-to-complain)

## **Persons responsible for handling complaints**

**Responsible Person:** Dr Drury is responsible for the supervision of the complaints procedure and for making sure that action is taken in light of the outcome of an investigation.

**Complaints Manager:** The Practice Manager is responsible for the handling and investigation of complaints. The Practice Manager is also responsible for keeping a record of all complaints and the outcome of the resulting investigations. Complaints received by the Practice are reviewed at staff meetings to ensure that learning points are shared. An annual review of all complaints will be conducted by the Complaints Manager to identify any patterns, and a report will be submitted annually to the CCG.

## **Practice Complaints Procedure**

### **Principles**

The practice complaints procedure is designed to be in line with the following principles:

- Simple and responsive
- Accessible and well publicised
- Confidential
- Understood by all practice staff so that they can advise patients on how to use it
- Speedy yet thorough
- Complaints should normally be acknowledged within two working days
- An explanation should normally be provided within ten working days.

### **Where it is kept**

A copy of the procedure is kept on the shared drive 'Nice to Know' (in the 'Complaints Procedure' folder).

### **How it is publicised**

Details of how to complain are included in the Practice Leaflet and the Complaints Procedure is published on the Practice website. <https://www.kingedwardst.nhs.uk/make-a-complaint>

A notice summarising the procedure is displayed in the Practice.

### **What about those who need help in making a complaint?**

For those whose first language is not English, a list of interpreters is available through the interpretation service. The practice team need to be aware of other patients with special needs who may need help, should they wish to make a complaint. Special arrangements should be made for these groups. PALS may also be able to help with either of the above.

### **What if someone does not wish to complain directly to the practice?**

There will inevitably be people who do not feel able to complain directly to the practice. They should be given the name and telephone number of the Health Service Ombudsman together with details of the time limits for making complaints. The practice complaints information leaflet contains this information.

### **Confidentiality**

Both the person who complains and the team member who is complained about should receive assurance that, even within the practice, only those who need to know will learn of the complaint. Equally, patients should be assured that personal information about them will not be shared with anyone outside the practice unless they have given express permission for this to happen.