

## NEWLANDS MEDICAL CENTRE

### **COMPLAINTS PROCEDURE - PATIENT INFORMATION**

Review Date: 5/5/2022, 2/8/2023 Next Review: Two yearly or change.

Newlands Medical Centre welcomes comments from our patients to assist us in improving the standard of service we provide. A suggestion box is provided for you to record your comments in the main foyer.

Lorna Hughes, Practice Manager is the Complaints Manager and Responsible Person for Newlands Medical Centre and will oversee any final responses. It may be that any other member of the team can take the details of your complaint and relay them to the management team for investigation. Every member of our team has been trained to assist our patients in raising concerns.

#### **We are committed to:**

Being responsive to your complaint and focus on your needs.

Being patient focussed

Acting fairly and proportionately

Putting things right

Admitting we do not always get it right but would like to

Seeking continuous improvement

#### **Who can complain?**

A patient registered at the Practice.

A relative of a patient registered at the Practice.

#### **Who do you complain to?**

To the Practice Complaints Manager 01642 247029 or NHS England 0300 311 2233

#### **How can you complain?**

In person, in writing, by telephone or by making an appointment with the Complaints Manager to discuss any concerns you may have.

#### **How will we deal with your complaint?**

We shall acknowledge receipt of a complaint and offer to discuss the matter within 3 working days.

We shall deal efficiently with your complaint and investigate properly and appropriately and agree a timetable for investigation with you.

We shall agree a mutually acceptable timescale to work with you to complete investigation of your complaint.

We shall write to you when we have completed our investigation explaining how it has been resolved and inform you of any actions taken.

If you require assistance when making a complaint, the Complaints Manager will assist you, alternatively you may contact Healthwatch on 01642 955606 who will assist you.

We shall inform you of your right to take the matter to the Parliamentary and Health Service Ombudsman Helpline 0345 015 4033 or in writing Millbank tower, Millbank, London SW1P 4QP.

View their website : [www.ombudsman.org.uk](http://www.ombudsman.org.uk)