Escalating your complaint

You have the right to approach the Ombudsman;

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at Solihull Hospital. They provide 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.

Contact them on 0121 424 1212

Complaints Procedure

This leaflet explains how to make a complaint, what we do with your complaint and how we respond. It also demonstrates guidelines for complaining on behalf of somebody else and what to do if you are not satisfied with our response.

For further information please contact the Site Supervisor at your local surgery.

We value your feedback

If you have a comment, complaint or suggestion about the service you have received from the clinicians or any of the personnel working in this practice, please let us know as soon as possible.

We appreciate patient feedback and use this to help review and improve our service.

We aim to resolve problems at the point of being raised in a quick and efficient manner.

Where this is not possible and you wish to make a formal complaint, please do so as soon as possible.
How to make a complaint

Please address your complaint to the Site Supervisor of your local surgery.

Your local surgery address details can be found on the last page of this leaflet.

Your complaint should preferably be in writing and must contain your contact details, dates, times and names of personnel involved (where known).

Please ask at the reception desk for a complaint form.

Please raise your complaint as soon as possible and ideally within a couple of days.

This enables us to trace the events more easily. Where this is not possible, your complaint should be submitted within;

- 12 months of the incident that caused the problem
- OR within 12 months of discovering that you have a problem

Complaining on behalf of someone else

If you are not the patient, but are complaining on their behalf, you must have their permission to do so.

An authority signed by the person concerned will be required, unless they are incapable (because of illness or infirmity) of providing this.

Please ask at the reception desk for a Third Party Consent Form.

What we shall do next

- We shall aim to acknowledge your complaint within 5 working days
- We shall aim to investigate and provide a written response to your complaint within 10 working days
  - Where your complaint involves more than one organisation we shall liaise with that organisation so that you received one co-ordinated reply. We may need your consent to do this
- We shall aim to fully investigate your complaint and make it possible for you to liaise with those concerned where required. Ensuring an apology is provided where appropriate
- We shall aim to identify how we may improve our service to stop this problem from occurring again

The Complaints Responsible Person

All complaints are reviewed by the Complaints Responsible Person at your local surgery.

GPS Healthcare surgeries;

<table>
<thead>
<tr>
<th>Practice Name</th>
<th>Complaints Responsible Person</th>
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<tbody>
<tr>
<td>Knowle Surgery</td>
<td>Dr L Khan</td>
</tr>
<tr>
<td>Meadowside FHC</td>
<td>Dr J Wilkinson</td>
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<tr>
<td>Park Surgery</td>
<td>Dr A Waddell</td>
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<tr>
<td>Tanworth Lane Surgery</td>
<td>Dr L Stacey</td>
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<tr>
<td>Village Surgery</td>
<td>Dr N Patel</td>
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<tr>
<td>Yew Tree MC</td>
<td>Dr C Naylor</td>
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</tbody>
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All complaints for GPS Healthcare as a whole are reviewed by the Complaints Responsible Person for GPS Healthcare

GPS Healthcare

Dr C Naylor, GP Partner
GPS Healthcare Head Office