

GPS Healthcare

Patient Information Leaflet - Comments, Complaints and Suggestions

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 complaint, please do so as soon as possible. Ideally this should be within a couple of days to enable 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.

How to make a complaint

Please address your complaint to the Site Supervisor. Your complaint should be in writing and must contain your contact details, dates, times and names of personnel involved (where known). ***A form has been attached for your convenience***

- **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. ***A form has been attached for your convenience***

What we shall do

- 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
- Identify how we may improve our service to stop this problem from occurring again

What you can do next

If you remain dissatisfied with the outcome of your complaint investigation you may refer the matter to NHS England, who commission local health services, or if you are still not satisfied by their response, the next step would be to contact the Parliamentary and Health service Ombudsman (PHSO) to review how the complaint has been handled.

Complaints to NHS England	The Parliamentary and Health Service Ombudsman
03003 11 22 33 england.contactus@nhs.net NHS England, PO Box 16738, Redditch, B97 9PT	Millbank Tower, Millbank, London, SW1P 4QP Tel 0345 0154033 www.ombudsman.org.uk

Patient Third Party Consent Form

If you are complaining on behalf of a patient or your complaint or enquiry involves the medical care of a patient then the consent of the patient will be required. Please complete the following information and obtain the patients signed consent below

Patient Full Name	
Patient Date of Birth	
Patient Address	

Enquirer / Complainant name	
Telephone Number	
Address	

Consent of Patient

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint only, and I wish this person to complain on my behalf

This authority is for an **indefinite period / for a limited period only** (*delete as appropriate*)

Where a limited period applies, this authority is **valid until** _____ (*insert date*)

SIGNED

PRINT NAME

DATE
