

PATIENT INFORMATION LEAFLET **HOW TO MAKE A COMPLAINT**

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services that we provide for you. If you make a complaint about our services, we will ensure your care is not affected.

We hope you will use this procedure to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made. However, we are not able to deal with questions of legal liability or compensation.

If you use this procedure it will not affect your right to complain to the Suffolk & North East Essex Integrated Care Board if you so wish. The appropriate contact address is printed at the foot of this leaflet. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by that patient in person.

How to make a Complaint about NHS Services

NHS Staff will do whatever they can to make sure you get quick, fair and proper treatment. However sometimes things can go wrong and you might not be happy with the treatment you, a carer, a friend or a member of your family has received.

How to make a Complaint?

If you wish to make a verbal complaint, please tell somebody at the Reception Desk. It may be something we can explain or put right immediately.

If you would like to complain more formally, please either complete the complaints form or write to our Practice Manager. She will take full details of your complaint and decide how best to undertake the investigation.

We think it is important to deal with complaints swiftly so you will be contacted within 3 working days and be told how we are going to deal with your complaint and when you can expect a formal response. You may be offered an appointment for a meeting to discuss matters. Occasionally, if we have to make a lot of enquiries, it might take a little longer, but we will keep you informed. You may bring a friend or relative with you to the meeting.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that, at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate authorities that will be able to help you. If you are not satisfied with our response, you may also complain to the Parliamentary Health Service Ombudsman.

If you prefer, you can complain to the Suffolk & North East Essex Integrated Care Board or if the complaint relates to Ipswich Hospital contact The Patient Advice & Liaison Service (PALS):

Why Complain?

Before you make a complaint, it is important to think about what you want to happen and to make this clear at the beginning. You may want –

- An Apology
- Someone to explain what has happened
- Some change or improvements to be made
- To make sure people recognise their mistakes
- To make sure the same thing does not happen again.

Who can Complain?

You can complain if you are a patient or if you have been affected, or are likely to be affected by any NHS Service. You can also complain on behalf of someone provided you have their consent. We can provide an appropriately worded authority should you need this.

What is the time limit for making a Complain?

You should normally complain within 12 months of the events happening or within 12 months of becoming aware that you have something to complain about. These times can be extended if there are good reasons why you could not complain earlier.

Will my Complaint be kept confidential?

If you are making a complaint on behalf of someone else, you will need to get their permission in writing before we can give you any of their personal information. If you are complaining about treatment, the investigators will need to get the relevant information from your records. If you do not want them to do this you should let the Complaints Manager know.

Useful Contacts

If you prefer, you can complain to the Suffolk & North East Essex Integrated Care Board or if the complaint relates to Ipswich Hospital contact The Patient Advice & Liaison Service (PALS):

Suffolk & North East Essex Integrated Care Board: complaints@snee.nhs.uk

Patient Advice & Liaison Service (PALS)

This is a free confidential service who give help and non-discriminatory advice to patients, their families and carers. Their main aim is to resolve problems and concerns for people using all NHS Services before they become a major issue, so if you are not happy about something but you do not want to make a complaint straightaway, you can speak to the PALS officer.

Patient Advice & Liaison Service
Endeavour House
8 Russell Road

Ipswich
Suffolk
Tel 0800 389 6819
Email pals@snee.nhs.uk

Patient Advice and Liaison Service (Ipswich Hospital Issues)
Ipswich Hospital
Heath Road
Ipswich
Suffolk
IP4 5PD
Tel 0800 328 7624/01473 704781
Email pals@esneft.nhs.uk

The Parliamentary & Health Service Ombudsman

If you are not satisfied with the practice response, you have the right to take the matter to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although this can be waived if they think there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline (details below). Further information about the Ombudsman is available at www.ombudsman.org.uk.

You can write to the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Citygate,
47-51 Mosley Street
Manchester
M2 3HQ
Tel 0345 015 4033
Email phso.enquiries@ombudsman.org.uk

Appendix B

RAVENSWOOD MEDICAL PRACTICE

PATIENT COMPLAINT FORM

Date:..... Time: Received by:

Complainants Surname: First Name

Address: Tel:

FULL NAME OF PATIENT (if not complainant)

.....

Address

Details of Complaint

Date the Incident occurred:

Details:

CONSENT FORM

To: Practice Manager
Ravenswood Medical Practice,
Ravenswood Health Centre,
24 Hening Avenue, Ipswich.
IP3 9QJ

I hereby authorise the complaint
made on my behalf by.....and I agree
that the practice may disclose information to
..... in so far as it is necessary to
answer the complaint.

Signature of Patient

Name of Patient

Address

.....

**COMMENTS...
SUGGESTIONS...
COMPLAINTS...**

If you have any suggestions or complaints to make about our services, please contact the Practice Manager, Anita Burgess, via the Reception Desk.

We will consider all suggestions and make every effort to resolve any problems without prejudice and in total confidence.

Copies of our Practice 'Complaints Information' leaflet are available from Reception.