

## COMPLAINING ON BEHALF OF SOMEONE ELSE

The Sloan Medical Centre keeps strictly to the rules of medical confidentiality.

If you are complaining on behalf of someone else the practice needs to know that you have their permission to do so.

A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

## COMPLAINING TO OTHER AUTHORITIES

If you choose to complain to NHS England their details are;

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Tel: 0300 311 2233  
Email: [contactus@nhs.net](mailto:contactus@nhs.net)  
[www.england.nhs.uk/contact-us/](http://www.england.nhs.uk/contact-us/)

If you would like support with the complaints process please contact the NHS Complaints Advocacy Service on 0300 330 5454, or visit <http://nhscomplaintsadvocacy.org/> the service is free for patients.

## PALS

Officers from the Patient Advice and Liaison Service (PALS) are available in all hospitals. They offer confidential advice, supports and information on health related matters to patients, families and their careers.

You can contact them on :  
0845155311 EXT 8536

Rowley Road  
Orsett  
Grays  
Essex  
RM16 3EU

## OMBUDSMAN SERVICE

If ultimately you are not happy with how we have dealt with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman who will make final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use. To take your complaint to the ombudsman, visit <https://www.ombudsman.org.uk/> or call 0345 015 4033.

## CONTACTING THE CARE QUALITY COMMISSION

If you have a concern about a staff member or activity carried out by the practice then you can contact the Care Quality Commission on:  
[www.cqc.org.uk](http://www.cqc.org.uk)

*Revised May 2019*

# Sloan Medical Centre Complaints & Comments Leaflet

*Feedback Your Views*

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### Let the Practice know your views

The Sloan Medical Centre is always looking for ways to improve the services it offers patients. To do this effectively the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the services that it offers.

#### Tell us about our service by completing the comments form in this leaflet

- Could you get through on the phone easily?
- Did you get an appointment?
- Did you get to see the practitioner that you wanted?
- Were you seen within 15 minutes of your appointment time?
- Were our staff helpful?
- How did you find the triage service?

#### Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in our practice then please let us know. The practice operates a complaints procedure as part of the NHS system for dealing with complaints and our complaints procedure meets national criteria.

### Complaints Procedure

Patients can make a complaint in writing to either the Practice Manager at the Medical Centre or NHS England, but not both.

It is our policy to ensure you are not discriminated against when making a complaint.

Firstly discuss your complaint with the staff member concerned. If the issue can not be resolved then please contact the practice manager either in writing or via the email address SHECCG.sloanreception@nhs.net who will then try to resolve the issue and offer further advise on the matter. If you problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible.

If it is not possible to raise your complaint immediately then please let us have the details for

your complaint within the following timescales:

- Within 12 months of the incident that caused the issue
- Within 12 months of discovering that you have a problem

The practice will acknowledge your complaint within 5 working days and to have an outcome within two weeks. If further investigations are needed then they will advise you.

When the practice looks into your complaint it aims to :

- Ascertain the full circumstances of the complaint
- Make sure you receive an apology where appropriate
- Identify what the practice can do to make sure the problem does not happen again

### Comments Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date of Complaint/comment: \_\_\_\_\_

Details: \_\_\_\_\_

Signed: \_\_\_\_\_