

# LISSON GROVE HEALTH CENTRE

## ***Practice Complaints Policy V1***

***We work in Partnership with our patients to improve the services we offer.***

**Complaints Officer:** Mrs Rajwinder Kaur      **Complaints Manager:** Miss Jeanette Creaser  
Complaints managing partner: Dr Brinda Kamalarajah

At Lisson Grove Health Centre we are committed to work with our patients to improve the services we offer. To do this effectively we ask our patients to tell us how they feel about the services they receive. We are aware that things can go wrong and we use all feedback we receive from patients their carers and representatives, as well as staff, to continually improve. We aim for the complaint to be settled as amicably as possible within an agreed timeframe. Our practice follows the NHS Complaints Procedure This policy should be reviewed annually, and as required by the Complaints Manager.

### **Practice Complaints Procedure**

- 1. Verbal comments/feedback-** If the practice receives verbal feedback/questions/comments from a patient the member of staff must try to resolve and answer questions immediately. They should work to resolve the issues and if they are unable to do so then the matter should be passed to the Reception Lead.(eg: *my rx is not ready, I can't get an appointment*).

The Reception Lead should see the patient in an appropriate private and confidential area and try to resolve the matter. If the matter is not something which can be resolved at that time then the matter should be passed to the Complaints Officer/Assistant Practice Manager.

At this stage the Assistant Practice Manager should be asked to meet with the patient and try to resolve the matter, and instigate the formal complaints procedure. The Patient should be given a copy of the Practice Complaints Policy and offered an appointment to meet with the Practice Manager/Complaints Officer. The Practice Manager must be informed of all patients at this stage.



Complaints  
Policy-Leaflet

- 2. Written Feedback/Comments-** Patients are invited to complete a feedback form at the surgery or undertake a friends and family test. Patients can pick up the forms at reception/from our website. The Complaints Officer will check for the feedback every Monday and prepare a short weekly update for the Complaints Manager. If the patients leave identifying details on their feedback form the Complaints Manager will ask the Complaints Officer to contact the patients to either meet with them or thank them for their feedback. The practice complaints policy maybe sent to a patient depending on the nature of the feedback.

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## 3. Written complaint /email and serious complaints. ([lissongrovehc@nhs.net](mailto:lissongrovehc@nhs.net))

Patients are invited to email the surgery or may decide to raise serious concern/complaints, either in writing or verbally. On the date of her receipt of either a written complaint /email and serious complaints the Complaints Officer will scan the letter into the complaints file on H drive and password protect it and send an acknowledgement letter to the person making the complaint with a copy of the practice complaints policy. She will begin to complete the complaints tracker template and send a copy of the complaint and the complaint action sheet to the Complaints Manager.

The Complaints Manager will investigate the incident/concern within 7 days and then contact the patient within 10 working day.



Complaint  
Acknowledgement Letter



Complaints Action  
Sheet

4. **Complaints on behalf of someone else or about another organization-** These complaints should be passed immediately to the complaints Officer.

5. **If patients are unhappy about the way in which we handle the complaint-** Patients should be given a copy of the Practice Complaints Policy which provides them with the contact details of the NHS Ombudsmen and NHS Engalnd/Voiceability.

6. **Reviewing Complaints-** Complaints should be reviewed regularly for themes and to eliminate risk/improve services through learning.

Complaints should be discussed:

- At weekly Partners meetings
- Journal and learning forum meetings held monthly and with the whole clinical team.
- Every admin team meeting.
- At every PPG meeting.
- Monthly by the Partner responsible for Complaints oversight.

Written by: Practice Manager on 25/08/2015 reviewed and approved by Dr Brinda Kamalarajah on 03/09/2015

For review 03/09/2016

Signed off by PPG

Date 23/09/2015

Staff trained

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## Complaints Pathways

Staff member receives verbal feedback/questions/comments from a patient the member of staff must try to resolve and answer questions immediately **Or pass the matter to the**

**Reception lead.**



The Reception Lead attempts to try to resolve the matter or the matter is passed to the Complaints Officer



Serious concern/complaints- immediately passed to the Complaints Officer who acts on date received.



Complaints Officer sends complaints and tracker to the Complaints Manager



The Complaints Manager will investigate the incident/concern within 7 days and then contact the patient within 10 working day.

