

LISSON GROVE HEALTH CENTRE

Practice Complaints Policy V6

Complaints Officers: Hayat Mahmoudi and Marina Silivask **Complaints Manager:** Dr Katrina Humphreys

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 a complaints officer (*eg; my prescriptions is not ready, I can't get an appointment*).

The complaints officer 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 patient will be encouraged to fill in a feedback form, if a complaint is recorded at this time then the matter to be investigated in line with the complaints policy. The patient should be given a copy of the practice complaints leaflet.

The complaints manager should be informed of any new complaint. A review of the complaint will be carried out; this will involve the complaints officers discussing the issues raised with the relevant staff members/team. The complaint and investigation will be reviewed by the complaints manager and officers, a response will be written, where appropriate the patient should be invited into the practice to discuss concerns with an appointed member of the team.

- 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)

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

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 England/Voiceability.

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

Complaints should be discussed:

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

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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 Complaints Officer.***



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



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 14 working day.

