Information leaflet

Complaints Procedure

Fellview Healthcare aims to provide its patients with the best care it can, but we may sometimes fall short of the mark. If you have any concerns or complaints, we want to hear about it so that we can improve our Services.

If you have a complaint we would encourage you to speak to whomever you feel most comfortable talking to, perhaps the Doctor, Nurse, Receptionist or the Practice Manager. However if you would prefer to do this is writing please can you complete the attached In House Complaints Form. If you need advice or help in completing this form please ask for the Practice Manager for guidance. Once completed, post to:

Beech House Surgery, St Bridget’s Lane, Egremont, Cumbria, CA22 2BD

If you have a complaint to make, please do not be afraid to say how you feel. We welcome feedback to see if there are ways we can help improve our standards. You will not be treated any differently just because you have made a complaint. We will try our very best to put things right as soon as we possibly can.

Once we have received your complaint we will acknowledge within 3 working days. We will give you estimated timescale for investigating and concluding the complaint. If you would like to discuss the complaint we can arrange a convenient time by either telephone or a face to face meeting. If you do not wish to discuss the issue, the practice will decide how the complaint will be handled on the information available.

Patients also have the right to choose whether they wish us as a Practice to deal with their complaint or the NHS England to deal with the complaint. Please be aware you cannot make a complaint to both parties, nor can you have your complaint dealt with by one party and then seek to have the same complaint dealt with by the other party. NHS England details are enclosed at the end of this leaflet.

Also if you feel you need any advice or help completing this form you can contact Best Life Advocacy Independant Service, details of this service are also enclosed at the end of this leaflet.

The Practice is not able to deal with questions of litigation, compensation or any employment issues

In House Complaints Form

It is important for the practice to get as much information as possible about the nature of your complaint so that we can investigate thoroughly, and look at ways of improving our service. If you need to use a continuation sheet, please staple this to the back of this form.

COMPLAINANT DETAILS

Name of Complainant …………………………………………………………….

Address …………………………………………………………….

…………………………………………………………….

…………………………………………………………….

Telephone Number …………………………………………………………….

PATIENT DETAILS (if different from above)

Name of Complainant …………………………………………………………….

Address …………………………………………………………….

…………………………………………………………….

…………………………………………………………….

Telephone Number …………………………………………………………….

DETAILS ABOUT THE COMPLAINT

Who is your complaint about?

(Dr / Nurse / Receptionist) ………………………………………………………………….

Date & Time of Complaint ……………………………………………………………………

Place of complaint (branch site)……………………………………………………………

NATURE OF COMPLAINT

(Please can you give as much detail as possible?)

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Signed …………………………………………………………………….. date …………………………………………………….

CONTACT DETAILS

How would you prefer the Practice to contact you regarding this complaint?

By telephone 🞎 Telephone Number …………………………………………………..

By letter 🞎

By email 🞎 email address ………………………………………………………….

WHEN THE COMPLAINANT IS NOT THE PATIENT

I …………………………………………………………………… (name) hereby authorise the above complaint to be made, and I agree that a member of the practice may disclose conditional information about me which I provide to them. (in so far as is necessary to do so to answer this complaint)

Patients signature ……………………………………………………………. Date ………………………………………….

FURTHER INFORMATION

If you would prefer independent advice, advocacy or support, then contact

People First Independent Advocacy, Best Life Building,

4-6 Oxford Street,

Workington,

Cumbria

CA14 2AH,

Tel: 0300 303 8567,

If you prefer to make the complaint about our health services to our Commissioners, please contact,

NHS England,

PO Box 16738,

Redditch

B97 9PT,

Tel: **0300 311 2233,** Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you feel that we haven’t responded to your complaint fully, then the matter can be

referred to the Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman

3 New York Street

Manchester

M1 4HN

Tel: 0345 015 4033

Website: www.ombudsman.org.uk