

COMPLAINT LEAFLET



How to make a complaint

If you have a complaint or concern about the service you have received from any member of staff working in the practice, please let us know. We operate a Practice Complaint Procedure as part of the NHS system for dealing with complaints.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we would like to let you know as soon as possible – ideally within a matter of days, or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident which caused the problem or within 12 months of discovering that you have a problem

Complaints should be addressed to The Central Complaints Department at Eaton Wood Medical Centre. Details are below:

Central Complaints Department
MMP: Eaton Wood Medical Centre
1128 Tyburn Road
Erdington
Birmingham
B24 0SY

Email: complaints.mmp@nhs.net

Alternatively, you may ask for an appointment with the Site Lead Officer on site to discuss your concerns. The Site Lead Officer will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

The complaints process

We shall acknowledge your complaint within three (3) working days and give you a clear idea of how long our response is likely to take. We aim to work as promptly and efficiently as we can to look into your complaint and will let you know if and why there is any delay. We shall then be in a position to offer you an explanation or

a meeting with the people involved. When we look into your complaint, we shall aim to:-

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

Confidentiality

Please note that we keep strictly to the rule of medical confidentiality. If you are complaining on behalf of someone else we have to have their written permission for you to do so. However, you may act on behalf of someone who has:

- Died
- Is a child
- Is unable to complain themselves due to physical incapacity or lack of capacity

Complaint Agencies

If you are dissatisfied with the outcome of our investigation you can contact the Health Service Ombudsman:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Complaints Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

If you need any help or advice to make your complaint to the Ombudsman you can contact the NHS Complaints Advocacy Service. The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about a National Health Service (NHS).

NHS Complaints Advocacy Services

PO Box 14043

Birmingham

B6 9BL

PALS (Patient Advice and Liason Service)

PALS acts independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations to negotiate immediate or prompt solutions.

Email: PALS@uhb.nhs.uk (where possible please provide a contact telephone number on your email)

Telephone: 0121 371 3280 between 09.00 – 17.00, Monday – Friday
