

What if I need help with making my complaint?

If you need help in making your complaint, you can contact the Independent complaints Advocacy Service (ICAS) who will be able to assist you.

For further information contact

POhWER ICAS
Hertlands
Primett Road
Stevenage
Hertfordshire SG1 3EE

Telephone: 0845 4561082

Email: pohwericas@pohwericas.net

Fax: 0845 3730609

**FLITWICK
SURGERY**

*A thriving practice promoting
Health and Wellbeing from the
heart of our community*

Patient Complaints Leaflet



Introduction

The doctors and staff at Flitwick Surgery always try to give you the best service possible, but there may be times when you feel that this has not happened. You have every right to complain if the service you receive falls short of what you expect. Any complaint that you make will not be held against you, or affect any future care or treatment for you or your family

This leaflet explains what to do if you have a complaint about the services we provide for you.

Our Practice procedure is not able to deal with questions of legal liability or compensation, but we welcome your ideas, suggestions or views and will treat them seriously.

When can you complain?

Normally you should complain within 12 months of the event that gave rise to your complaint. However, your complaint may be considered outside that 12 month period if there is a valid reason.

Who can complain?

Complaints may be made:

- by a patient
- someone entitled to healthcare
- on behalf of a child
- on behalf of a person who has died
- on behalf of someone who is incapacitated in any way.

Please note that our duty of confidentiality to our patients is extremely important and that a patient's consent will be necessary, in writing, if you are complaining on behalf of someone, or a complaint is not made by that patient in person.

How do I make a complaint about surgery services?

If you wish to make a complaint, please contact the Practice Manager, either by writing to:

- Mrs Catherine Pearson, Practice Manager, The Surgery, Highlands, Flitwick, Bedfordshire MK45 1DW
- practicemanager.flitwicksurgery@nhs.net

Acknowledgement and Investigation

Your complaint will be acknowledged either verbally, or in writing, within 3 working days. In the acknowledgement the issues you have raised will be discussed, including an agreed timescale for dealing with your complaint as efficiently and speedily as possible. After that, your complaint will be investigated and on completion of the investigation, within the agreed timescale, you will receive the outcome of the investigation in writing. Where there are good reasons why this cannot be achieved within the agreed timescale, you will be kept informed of progress.

How can NHS England help?

If you do not wish to complain directly to the practice, you can write to:

- NHS England
PO Box 16738
Redditch
B97 9PT
- england.contactus@nhs.net marked 'For the attention of the complaints manager' in the subject line; or ring
- 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

What happens if you are not satisfied with the outcome?

If you remain unhappy once local resolution has been concluded, you may ask the Parliamentary Health Service Ombudsman (PHSO) to review your complaint. The PHSO is completely independent and will check that everything possible has been done to resolve your complaint by local resolution. You can contact them at:

- The Parliamentary and Health Service Ombudsman (PHSO)
Millbank Tower
Millbank
London SW1P 4QP
- phso.enquiries@ombudsman.org.uk
- Complaints Helpline 0345 0154033, which is open from 8:30am to 4:30pm Monday to Friday
- Fax: 0300 061 4000

Out of Hours Service Complaints Procedure

If you have any complaints about HUC 111 services, please contact:

- HUQ HQ
The Old Ambulance Station
Ascots Lane
Welwyn Garden City
AL7 4HL
- info@hertsurgentcare.nhs.uk
- Telephone 08445 605040 – during office hours option 3