

Reviewed July 2023

## **Honeypot Medical Centre**

### **Concerns and Complaints Policy**

The doctors and staff at Honeypot Medical Centre are committed to providing high quality healthcare and services to our patients.

If you have a complaint or concern about the service you have received from the doctors or any of the staff in the practice, please do let us know. We consider complaints as an important means of learning and improving our services.

We have a practice complaints policy as part of the NHS Complaints Regulations and this meets national criteria.

#### **Policy Objectives**

Honeypot Medical Centre will:

- Ensure patients are aware of the right to complain.
- Ensure patients know how to complain and who to complain to.
- Ensure patients understand how their complaint will be handled and the time frame.
- Ensure there is a robust system to respond to, record and review complaints.
- Ensure that staff are trained on our practice complaints policy and also national best practice guidelines.
- Ensure we learn from complaints and that this learning is disseminated within the team
- Support compliments of the practice to be disseminated to staff
- Ensure that all complaints are treated in the strictest confidence

#### **How to complain**

The Practice Complaints Manager is Whitney Segunda (Operations Lead) and Shimoli Shah (Business Manager) and patients should ask to speak to Whitney or Shimoli to discuss any concerns in the first instance. They will explain our complaints procedure and ensure that your concerns are dealt with promptly.

Dr. Meena Thakur is the Responsible Person (GP Partner), who has overall responsibility for complaints within the practice.

We hope that we can sort out most problems easily and quickly, often at the time they arise and with the person concerned. However, if you wish to make a formal complaint, please do so as soon as possible, ideally within a few days, as this will enable us to establish what happened more easily and to address problems quickly. If this is not possible, then your complaint should be submitted within 12 months of the incident or within 12 months of discovering the problem. You can make a complaint verbally or in writing to Soni Prasad and she will ensure that we deal with your concerns promptly and correctly.

### **What we will do**

All complaints will be forwarded to our Complaints Manager, Soni Prasad, who will discuss verbal complaints with you, where possible on the day to address your concerns and resolve the issue quickly.

All complaints will also be circulated to the GPs within one day so the GPs are aware of any concerns from patients and this also gives patients' GPs an opportunity to make contact with the patient if possible and as appropriate, with the aim of resolving the situation.

We will acknowledge your complaint within 3 working days and aim to have fully investigated your complaint within 14 working days of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to conclude our investigation.

We will look into your complaint to:

- Find out what happened and what went wrong
- Invite you to discuss the problem with those involved, if you would like to
- Provide you a meaningful apology where this is appropriate and act on your concerns as appropriate
- Identify what we can do to make sure the problem does not happen again and inform you of this
- Ensure all our staff learn from this

Patients will then receive a final letter detailing the result of our practice investigations.

All formal complaints will be logged on the internal complaints log, along with action and learning points. These will then be discussed within the Practice Meeting and any actions implemented without delay to avoid such situations in the future.

## **Complaining on behalf of someone else**

If you are not the patient, you may be able to make a complaint on behalf of another patient if the person:

- is a child
- has died
- is unable to make the complaint themselves due to physical incapacity
- lacks capacity within the meaning of the Mental Capacity Act 2005
- has requested you to act on their behalf. In this case, the person must provide written consent for you to act on their behalf and for us to discuss any information with you. See Third Party Consent Form below.

## **Who else you may approach for help or advice**

We would prefer to resolve your complaint directly, but if you prefer or if you are not satisfied with our response, you can contact:

### **NHS England**

NHS England

PO Box 16738

Redditch

B97 9PT

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Tel: 0300 311 2233

### **The Ombudsman**

If you are not happy with how we have dealt with your complaint and would like to take this further, you can contact:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1 4QP

Tel: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## **Reporting**

Honeypot Medical Centre also undertakes an annual review of complaints. This is done by viewing our monthly reporting of complaints log and learning sheet which is located in the staff shared directory.

An annual report is produced giving details of:

- The number of complaints received
- A summary of subject matter
- A summary of outcomes
- Lessons learned and any improvements made
- The way complaints were handled
- The number of complaints passed to the Ombudsman

**PATIENT THIRD-PARTY CONSENT**

**IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE CARE OF ANOTHER PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.**

PATIENT'S NAME: \_\_\_\_\_  
TELEPHONE NUMBER: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

ENQUIRER / COMPLAINANT NAME: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

I fully consent to my Doctor releasing information and discussing my care and medical records with the person named above in relation to this complaint, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate)

Where a limited period applies, this authority is valid until..... (insert date)

Signed: ..... (Patient only)

Date: .....