

High Street Surgery
13 - 15 High Street, Cheshunt
Herts EN8 0BX

Complaints Procedure

We, at High Street Surgery, endeavour at all times to give our patients the best possible service. If, despite our efforts, you feel that we have failed in some way to achieve the standards we aspire to, we feel that it is in the best interests of all parties that the matter be brought to our attention.

High Street Surgery regards comments on the service we provide, whether positive or critical, as opportunities to review our service. We use complaints as part of a learning process which assists us in the improvement of our service.

If you have any complaint or concern about the service you have received from the doctors or personnel working in this practice, please let us know. High Street Surgery operates a practice complaints procedure as part of an NHS complaints system which meets national criteria.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident, or within 12 months of you discovering that you have a problem.

If you are a registered patient you can complain about your own care, however you are unable to complain about someone else's treatment without their written authority.

In-house complaints procedure

The Practice Manager or Complaints Manager will deal with any complaint. They will acknowledge your complaint in 3 working days and explain the process to you and make sure your concerns are dealt with properly and promptly. You can make your complaint:

- In person – ask to speak to the Practice / Complaints Manager
- In writing – please give as much information as possible, then send your complaint to the Practice, for the attention of the Practice / Complaints Manager. This can be done on our website or by email.
- Over the telephone – notes will be made during the course of the call, however, we prefer matters in writing, so we don't miss any aspect of your complaint

Any concerns you raise will be dealt with in the strictest confidence and will be investigated in a manner which will have no bearing on any future treatment you receive.

In the first instance we operate **Local Resolution** - an informal, in-house complaints procedure to deal with your complaints. Most problems can be sorted out easily and quickly, often at the time they arise. It is our aim to resolve your concerns without the need to make a formal complaint and to provide you with the answers you want in person or over the telephone. If this procedure is not the appropriate form of investigation, you will be referred to the relevant authority.

Your complaint will be dealt with in an effective and timely manner, with details of all meetings and discussions recorded. Your complaint will be treated with strict confidence, and we cannot supply confidential information without appropriate authority if you are not the patient in question.

The Practice will acknowledge receipt of your complaint (usually within 3 working days) and confirm that the matter will be investigated. This acknowledgement may be by phone or in writing. The matter will be investigated as quickly as possible, but within 12 - 15 working days at the latest, provided the person concerned is at work and not on annual or study leave. If necessary, you may receive a telephone call or be asked to visit the Practice to discuss your complaint in more detail, to establish what you might expect the outcome to be, and whether this is a realistic possibility.

When we look into your complaint we 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 appropriate
- Identify what we can do to make sure the problem doesn't happen again

At the end of the investigation our findings will be discussed with you in detail, either in person (for verbal complaints), or in writing. It is hoped you will be satisfied with the outcome and your complaint resolved.

You can contact Central East ICB Patient Feedback Team by email - blmkicb.contactus@nhs.net

IF YOU ARE UNABLE TO DISCUSS YOUR COMPLAINT DIRECTLY WITH YOUR PRACTICE AND PREFER FOR IT NOT TO BE DEALT WITH LOCALLY, YOU CAN ASK NHS ENGLAND TO LOOK INTO YOUR CONCERNS. THE CONTACT DETAILS FOR NHS ENGLAND ARE:

TELEPHONE 0300 311 22 33

EMAIL England.contactus@nhs.net (If you are making a complaint please state: 'For the attention of the complaints team' in the subject line)

POSTAL ADDRESS

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

THIS WILL DIRECT YOU TO A CUSTOMER CONTACT CENTRE WHO WILL DEAL WITH YOUR CONCERNS AND AGREE ACTIONS TO RESOLVE THEM.

If you are not satisfied or unhappy with the outcome of your complaint you can refer the matter to: **The Parliamentary & Health Service Ombudsman** (who is independent of the NHS and government), **Millbank Tower, Millbank, London, SW1P 4QP, Telephone 0345 0154033 or visit the [Parliamentary and Health Service Ombudsman website](http://www.parliamentaryandhealthserviceombudsman.org.uk).**

If you have problems with your hearing or speech then you can use a textphone (minicom) on 0300 061 4298. (Calls to these numbers cost the same as a call to a UK landline.) You can also call using [Text Relay](#).

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Pohwer are active and can found on using Web Address Below

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

Telephone 0300 456 2370 (charged at local rate) Email - pohwer@pohwer.net

Post - PO Box 14043, Birmingham, B6 9BL