

Making a Complaint

Here at Castle Medical Group we try our best to offer a high standard of service. Occasionally, there are times when you may feel that this has not been the case and wish to make a complaint.

We would suggest that in the first instance you try to resolve your complaint with the member of staff you are dealing with at the time.

If you believe that your complaint cannot be resolved then please ask to speak to our Complaints Co-ordinator. You can also write in, email or telephone in your complaint to the surgery.

If you do not want us to deal with your complaint you can contact NHS England on the address below:

Customer Services
NHS England
PO Box 16738
Redditch
B97 9PT

Complaints may be received either verbally or in writing and must be forwarded to the Complaints Coordinator in the first instance.

The period for making a complaint is normally:

- (a) 12 months from the date on which the event occurred; or
- (b) 12 months from the date on which the event comes to your notice.

We will acknowledge your complaint within the period of 3 working days, where that is not possible, it will be as soon as reasonably practicable.

We will keep you up to date with how your complaint is proceeding and we will try to resolve your complaint within 10 working days.

We investigate our complaints thoroughly and therefore 10 working days may not be long enough. If this is the case, we will contact you and explain why it is taking longer to resolve.

All complaints are logged and monitored.

We will ensure your complaint is properly investigated. If your complaint involves more than one organisation the Complaints Manager will liaise with his / her counterpart to agree responsibilities and ensure that one coordinated response is sent.

We will ensure that we keep you up to date with progress as appropriate of your complaint's progress and once the investigation has been completed we will provide a comprehensive response to you as soon as reasonably practicable.

Where a response is not possible within 10 working days we will provide an updated with an estimate of when your complaint will be completed.

The final reply will include a full report and a statement advising you of your right to take the matter to the Ombudsman if required.

If you are not satisfied with your result

Under the NHS Complaints Regulations 2009, you have the choice to complain directly to the Practice or to NHS England, as they commission the service you are unhappy with.

However, if you remain unhappy following a response from us, you can contact the Parliamentary and Health Service Ombudsman (PHSO) directly on the address below:

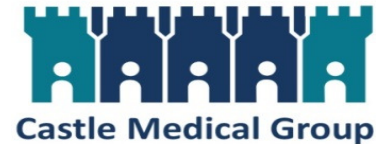
The Parliamentary and Health Service
ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

The PHSO will only take on a case when all efforts at local resolution have been exhausted and so to this end, if there are outstanding issues we would encourage you, in writing, to raise these with us for further investigation.

Unreasonable Complaints

We know that emotions can run high when you feel you have not been dealt with correctly, however, if you become aggressive or unreasonable, some or all of the following formal provisions will be enforced:

- The complaint will be managed by one named individual at senior level who will be the only contact.
- Contact will be limited to one method only (e.g. in writing)
- A time limit on each contact
- The number of contacts in a time period will be restricted
- A witness will be present for all contacts
- Repeated complaints about the same issue will be refused
- Only acknowledge correspondence regarding a closed matter, not respond to it
- Set behaviour standards
- Return irrelevant documentation
- Keep detailed records



COMPLAINTS PROCEDURE AND INFORMATION

Ascebi House
118 Burton Road
Ashby-de-la-Zouch
Leicestershire
LE65 2LP

www.castlemedicalgroup.co.uk

Telephone – 01530 414131
Fax – 01530 560732

Complaints Co-ordinator
Marya.Hemmings@gp-c82014.nhs.uk

Practice Manager
Caroline.Robinson@gpc82014.nhs.uk

GP Lead
Dr J Addison