

Complaints Procedure

Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

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, giving as much detail as you can, 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 becoming aware of the matter

If you are a registered patient, you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority.

From 1 July 2023 new changes have been introduced to the way members of the public make a complaint about primary care services.

You can either:

Complain directly to the healthcare provider - this is the organisation where you received the NHS service, for example a GP surgery. Please send all complaints to Caroline Robinson, Practice Manager, Aylestone Health Centre, 15 Hall Lane, Leicester, LE2 8SF.

or

You can complain to Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB): this is the organisation that paid for the service or care you received by contacting Telephone: 0116 295 7572 or email: llricb-llr.enquiries@nhs.net or writing to: Corporate Governance Team, NHS Leicester, Leicestershire and Rutland Integrated Care Board (ICB) Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB

What We Do Next

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days and aim to resolve the matter as soon as possible but will give you some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g., social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

The practice Complaints Manager is: Caroline Robinson, Practice manager

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Third Party Access Form which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident, or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient or may be able to deal directly with the third party. This depends on the wording of the authority provided.

The practice has a Duty of Candour to patients. We will work hard to ensure that your complaint is dealt with sensitively and provide you with information in an open, honest and transparent way.

Complaints are regularly discussed at our practice meetings and our team aim to learn how we may improve our service in future

If you are dissatisfied with the outcome

You have the right to approach the
The Parliamentary and Health Service
Ombudsman;
Citygate

Mosley Street
Manchester
M2 3HQ

Tel: 0345 0154033

Website: www.ombudsman.org.uk

<http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form).

You may also approach PALS, Healthwatch or POhWER NHS Complaints Advocacy for help or advice;

Healthwatch: <http://www.healthwatch.co.uk/>

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS:

LPT.pals@nhs.net

Telephone: 0116 295 0830

POhWER NHS Complaints Advocacy:

Telephone: 0300 456 2370

Email: pohwer@pohwer.net

Website: www.pohwer.net