

INTRODUCTION

The doctors and staff at Cumberland House do our best to provide you with the best health care possible.

We are always pleased to hear your comments about the care you or your family have received from any staff member at the surgery and value all comments.

Unfortunately sometimes things do go wrong.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this should be the approach you try first. In the first instance call the Practice Manager, Amanda Abdi Tehrani on 01625 264075

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 the event of a complaint this should be:-

- Within 12 months of the incident.
- Or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

WHO CAN COMPLAIN?

- If you are a registered patient you can complain about your own care,
- You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.
- If you are a former patient.
- A person who is affected by or likely to be affected by the outcome of the complaint.
- A close relative or friend if the patient is unable to complain, eg if they have died, or are very ill or are very young.

HOW DO I COMPLAIN?

It is always better to voice your concerns as soon as possible.

- Verbally face to face.
- Verbally on the telephone.
- In writing.

WHAT TO DO NEXT

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to give a full response within 4 weeks. You may 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 would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (eg 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 sent initially 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 also your right to escalate the matter further if you remain dissatisfied with the response.

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.

Please ask at reception for a consent form.