

The Bournbrook & Varsity Medical Centre Complaints Procedure

Complaints Procedure

If you have a complaint or concern about the service you have received from the doctor or any of the staff working in this practice, please let us know. We operate a practice complaints procedure which meets national criteria.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way we hope that you will report this to the Complaints Manager as quickly as possible, but it must be within 12 months of the incident. We believe this will give us the best chance of putting right whatever has gone wrong. We would be grateful to have your complaint in writing but you can make an appointment to discuss your complaint directly with the Complaints Manager who will document your complaint on your behalf.

This does affect your right to approach NHS England to investigate on your behalf.

If you feel you cannot, or do not wish to raise your complaint directly with us, you should contact the Birmingham & Solihull Integrated Care Board, again this must be within 12 months of the incident.

- **Write to:** NHS Birmingham and Solihull Integrated Care Board, Patient Experience and Complaints Team, Alpha Tower, 8th Floor, Suffolk Street Queensway, Birmingham, B1 1TT
- **Email for complaints and patient enquiries:** bsol.patientexperience@nhs.net
- **Call:** 0121 203 3313

What we shall do

We shall acknowledge your complaint within three working days and will then agree a time frame with you to investigate your concerns. Following our investigation we shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall 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 this is appropriate;
- ❖ Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Taking your complaint further

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. In the event that you remain dissatisfied with the response you receive from either the Practice or NHS England this does not affect your right to direct your complaint to the Ombudsman. In this instance you should forward your complaint to; The Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ. You can also speak to an advisor on 0345 015 4033. You can also obtain further details online at: <http://www.ombudsman.org.uk/>

Data Protection Complaints

Patients and other individuals may raise a complaint if they have concerns about how the Practice has collected, used, shared, retained or otherwise handled their personal information.

Data protection complaints can be made verbally, in writing or electronically and should be referred to the Practice Manager or Data Protection Officer. The Practice will acknowledge the complaint within 30 days of receipt, make appropriate enquiries without undue delay and keep the complainant informed where the investigation is ongoing.

Further Support and Advice

At any point during your complaint you can approach the organisation below for support and advice;

NHS Complaints Advocacy Service (POhWER)

Tel: 0300 456 2370 Email: pohwer@pohwer.net Post: PO Box 17943, Birmingham, B9 9PB and seek further information on the service at www.pohwer.net/nhs-complaints-advocacy
