

The Sandringham Practice Complaints Procedure

Patient Leaflet

Version July 16

Complaints

As a practice we strive to provide the highest level of patient care and service though we do acknowledge that from time to time, we may not always get it right and things can and do go wrong.

This leaflet explains what to do if you have an issue or complaint about the cares you receive from the Practice whether clinical or Customer Service.

How to Complain

We would far rather be aware of any service or care issues at an early stage and we do look at all complaints positively and many issues are simple to resolve if identified at an early stage.

You can choose to raise issues in a way that suits your needs, but we have found the best ways of raising issues are:

- Discussing with one of our managers informally or an appropriate clinician
- Setting out the issues in writing
- Arranging a meeting with one of our managers
- Complaints can be raised with NHS England or ultimately the Health Service Ombudsman (details at the end of this leaflet) though we would strongly recommend raising these initially with the Practice in order to ensure they are received and addressed more quickly.

We would expect any complaints to be raised within 12 months of the incident or from discovering that you have a problem.

Written complaints should be addressed to the Practice Manager.

The Practice Commits to

- Acknowledge the complaint within 3 working days verbally or in writing and,
- Set out our understanding of the nature of your complaint and,
- Set out timescales for dealing with your complaint
- Clarify what method of communication you prefer
- Outline the Practice proposals for dealing with your complaint
- Undertake appropriate research with personnel involved in your complaint
- Seek guidance from our Medical Defence Union in order to ensure you are provided with the correct information where appropriate
- Liaise with other Health Service bodies as appropriate who may be involved in your care/complaint and use our best efforts to coordinate any responses.
- Set out final resolution for agreement

Making a complaint on behalf of a third party

Many complaints can involve the release of confidential medical information and due to our responsibilities in maintaining strict patient confidentiality; any complaints made on behalf of another person must be with their consent where reasonably able. We will need their written consent to respond to you in these circumstances, unless they are incapable of providing this due to health or other issues, in these cases please speak with the Practice Manager.

Unsatisfactory resolution of your complaint

If you remain unhappy with our response, you can escalate with the NHS England or the Health Service Ombudsman.

Written or verbal complaints should be addressed to:
The Practice Manager
The Sandringham Practice
Sandringham Road
Intake
Doncaster
DN2 5JH

Tel: 01302 321521

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

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk