

COMPLAINING ON BEHALF OF SOMEONE ELSE

If you are acting as an advocate on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability at which point we will undertake a 'best interest' decision and inform you of the outcome.

CONTACT DETAILS

If you need to raise a formal complaint please write to;

General Manager
Royal Primary Care
Head Office
The Grange
Stubbing Road
Grangewood
Chesterfield
S40 2HP

However, if you feel you cannot raise your complaint directly with us, you can contact:

NHS England – please write to PO Box 16738, Redditch, B97 9PT or email england.contactus@nhs.net . To talk to someone telephone 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

If we fail to resolve your concern you can ask the **Parliamentary & Health Service Ombudsman** (PHSO) for an independent opinion. Please download a form from www.ombudsman.org.uk or telephone Customer Helpline **Tel: 0345 015 4033**



CHESTERFIELD | CLAYCROSS

The Four C's

Compliments
Comments
Concerns and
Complaints

Let us know your
views

Revised February 2019

LET US KNOW YOUR VIEWS

Royal Primary Care is always looking for ways to improve the services we provide to you. To do this effectively, we need to know what you think about the service you receive. Tell us what we did great, what we could do better and where we don't meet your expectations. Only by listening to you can we continue to build and improve the services we offer.

TELL US ABOUT OUR SERVICE

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

HOW CAN YOU TELL US

- You could talk to one of our Patient Partnership Group Members or complete one of their forms in the practice
- You could complete our survey we send out in the post
- You could visit NHS Choices – Royal Primary Care site
- You can provide feedback on our website (please note that to make a complaint has a specific section)
- You could fill in a Family and Friends Test card or respond to the SMS you may receive
- You could send us a note of a card.

RAISING A CONCERN OR COMPLAINT

In the first instance please discuss your concern with any member of staff. If they can help you, they will. If they are unable to they will escalate to a manager. Sometimes the best person to help you is not immediately available, but we will take your details and get back to you the next day. Alternatively you can complete this form and hand it in to reception. If we cannot help you within 48 hours we will escalate your concern into a formal complaint.

If you wish to go directly to a formal complaint, again please either complete this form or write to the General Manager.

We will write to you and acknowledge your complaint within three working days. If required the Practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within 12 months from when the issue came to your notice.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again.

Royal Primary Care will not discriminate against you, or allow your care, treatment or support to be affected if you make a complaint.

4Cs Form

Your Name: _____

Patients Name (if different) _____

Contact Address:

Contact Telephone: _____

Is this a

Compliment Comment

Concern Complaint

Date: _____

Details: _____

Signed _____

Patients Consent _____