

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.

COMPLAINING TO HMR CCG

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. However, this does not affect your right to approach the HMR CCG if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

HMR CCG/NHS England

Phone: 0300 311 2233

Email: england.contactus@nhs.net

**Post: NHS Commissioning Board, PO Box 16738,
Redditch, B97 9PT**

**DR D T BRAZIER
TRINITY MEDICAL CENTRE
22 WINTON STREET
LITTLEBOROUGH
OL15 8AR**

**PRACTICE COMPLAINTS
PROCEDURE**

PATIENT INFORMATION LEAFLET

PRACTICE COMPLAINTS PROCEDURE

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria. 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.

WHAT TO DO IF YOU HAVE A CONCERN OR COMPLAINT

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 and you wish to make a complaint we would like you to let us know as quickly as possible. Ideally within a matter of days or at most within a few weeks as this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have the details of your complaint:

Within 6 months of the incident that caused the problem.

OR

Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Mrs. Janine Browne or Dr. DT Brazier. Alternatively, you may ask for an appointment with Mrs. Janine Browne to discuss your concerns. Janine will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great

WHAT WE SHALL DO

- We shall acknowledge your complaint within three working days
- We shall aim to have looked into your complaint within ten days of the date when you raised it with us.
- 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:

- (A) Find out what happened & what went wrong.
- (B) Make it possible for you to discuss the problem with those concerned, if you would like this.
- (C) Make sure you receive an apology where this is appropriate.
- (D) Identify what we can do to make sure the problem doesn't happen again.