

## **Practice Complaints Procedure – Patient Guide**

### **Making a Complaint**

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps to establish what happened more easily. In any event this should be:

- Within 12 months of the incident,
- Or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section below for what to do in this case.

Complaints may be made either Verbally or in Writing.

We are able to provide you with a separate complaints form to register your complaint and also a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for these. You can provide this in your own format providing it covers all of the necessary aspects.

Send your written complaint in the first instance to

Peak & Dales Medical Partnership  
Bakewell Medical Centre  
Butts Road  
Bakewell  
DE45 1ED

The practice complaints manager is Kerry Martin.

Or email to [ddccg.adminpeakanddales@nhs.net](mailto:ddccg.adminpeakanddales@nhs.net)

### **What We Do Next**

We aim to settle complaints as soon as possible.

We will usually acknowledge your complaint within three working days.

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 wish to do so. When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organization (eg: social services) we will liaise with that organization so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may need 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 your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details below) 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. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss and issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient or may be able to deal directly with the third party. This depends on the wording of the authority provided.

### **NHS England**

You may also make your complaint directly to NHS England, who commission our service:

**By telephone: 0300 311 22 33**

**By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

**By post: NHS England, PO Box 16738, Redditch. B97 9PT**

## **If You Are Dissatisfied with The Outcome**

You have the right to approach the Parliamentary & Health Service Ombudsman.

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

Telephone: 0345 015 4033

Website: <http://www.ombudsman.org.uk>

Complaints: <http://www.ombudsman.org.uk/make-a-complaint>

## **Support With Your Complaint**

### **POhWER**

If you require assistance in making your complaint to the Practice, an independent Complaints Advocacy Service is available for Derbyshire [www.pohwer.net](http://www.pohwer.net).

Their address is PO Box 14043, Birmingham B6 9BL, telephone number 0300 456 2370 and email address [pohwer@powher.net](mailto:pohwer@powher.net)

POhWER have a contract with with the NHS to help people who wish to bring a complaint about any part of the NHS

### **Patient Advice & Liaison Service**

In addition, should any patient wish to make a complaint about any commissioning decisions made by the local Clinical Commissioning Group, the Patient Advice & Liaison Service is available to assist patients through the process for this on Freephone number 0800 0323235, via email [derbyshirepals@gemcsu.nhs.uk](mailto:derbyshirepals@gemcsu.nhs.uk) or post PALS (GEM) Cardinal Square, 10 Nottingham Road, Derby, DE1 3QT