**City Way Medical Practice**

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Rochester

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City Way Medical Practice

Complaints Procedure

**A guide to City Way Medical Practice complaints procedure**

Introduction

All Practices manage complaints in accordance with the NHS Complaints Guidance. The Guidance encourages local resolution and a patient centred approach. City Way Medical Practice understands the importance of listening to patients and welcomes feedback about our services. We will use this information to understand any new learning and introduce changes to improve future patient care.

The Practice recognises patients who complain about the care or treatment received expects an open and honest response, all aspects of their complaint addressed in full and where appropriate an apology given.

Aims

All complaints will be thoroughly investigated. We will communicate effectively with the complainant, agreeing a way forward for handling their complaint and meeting agreed timescales.

A detailed response will be given aimed at resolving all issues. Where this is not possible and an agreement cannot be reached, we will provide details of the Parliamentary and Health Service Ombudsman.

The Practice is committed to listening to patients’ concerns and to ensure these are addressed.

Front line staff will be trained to play an active role in resolving any issues first hand and only when appropriate, will refer the matter to the Manager.

View patient complaints seriously, identify trends and apply learning to improve services for the benefit of all patients.

Publishing the Scheme

City Way Medical Practice Complaints Procedure is also published on the Practice Website and referenced in the Practice Leaflet.

Scope

* City Way Medical Practice Complaints Policy refers to all formal complaintsdefined as “An expression of dissatisfaction from a patient or their duly authorised representative, or any person who is affected by or likely to be affected by the action, omission or decision made by the Practice, whether justified or not.”
* Complaints should be made within 12 months of the event or within 12 months of the discovery where there may be cause for a complaint. We may waive these timescales if there is a good reason for the complaint not being made earlier and it is still possible to investigate the complaint.
* Where a complaint identifies issues with another organisation (e.g. the Hospital) the Practice will liaise with that organisation in order to respond to all aspects of the complaint. Where the complaint only relates to that organisation, the Practice will seek permission from the patient to pass the complaint onto the organisation for a response.
* The complaints process will be overseen by the Manager in accordance with the City Way Medical Practice Complaints Policy and NHS Complaints Guidance. Once all investigations are complete, the Practice response to the complainant will advise them of their right to request a review by the Parliamentary Health Service Ombudsman should they remain dissatisfied. Contact details will be provided.

Procedure

* All complaints will be acknowledged within 3 working days of receipt and agreement reached with the complainant about the expected time scale and outcome of the investigation.
* Confidentiality will be respected at all times and the patient’s consent will be obtained where complaints are made by anybody other than the patient themselves.
* Patients will always be treated fairly, politely and with respect. Patient care and treatment will not be affected as a result of making a complaint.
* The Manager will undertake a thorough investigation of the events and where necessary will seek clinical advice to ensure all aspects of the patients’ complaint are addressed in full.
* The Practice will, if required, ensure that links are established with Social Services and other agencies to ensure there is a seamless response to complaints.
* Every effort will be made to keep the complainant informed of the progress and for a final response to be sent within the agreed timescale.
* We will keep a record of all complaints received together with details of timescales and outcomes. The information will form part of the Practices Annual Complaints Report to NHS England.
* City Way Medical Practice is committed to delivering excellent patient care and will use these opportunities to identify service improvements.