**Arden Medical Centre – Complaints Procedure leaflet**

**Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

**How to complain**

We hope that most problems can be sorted out easily and quickly, but if your problem cannot be dealt with in this way and you wish to make a complaint, we would ask you to let us know as soon as possible, as this will enable us to establish what has happened more easily. If it is not possible, your complaint should be given to us:

• Within 12 months of the incident.

• Complaints after 12 months may be considered but patients need to be aware that the longer the issue is left, the more difficult it may be to gather the relevant information.

Complaints should be addressed to Rebecca Young (Practice Manager) or to any of the Doctors at Arden Medical Centre. Alternatively, you may ask for an appointment with Rebecca Young in order to discuss your concerns. It will be of great help if you are as specific as possible at this point.

**What shall we do next?**

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within a reasonable amount of time. The time scale for our final response cannot be specified, but you will be advised if it is likely to take an extended period of time. We shall then be in a position to offer you an explanation. We do reserve the right to seek assistance with any complaint from independent advocacy services. If this involves consideration of your medical records we will advise you in writing of this.

**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, it is necessary for you to provide written authority from them giving you permission to do so.

**Independent review**

We hope that you will use our practice complaints procedure should you have a problem. However, if you remain dissatisfied with the response to your complaint, you have the right to ask The Parliamentary and Health Service Ombudsman to review your case. This should be done within twelve months of receipt of this information. The Parliamentary and Health Service Ombudsman can be contacted on 0345 015 4033 / [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or in writing to:  
The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
**London  
SW1P 4QP**

**Complaining to NHS England**

Although we would recommend you make your complaint to the surgery, you can approach NHS England direct. NHS England will then seek details from the GP and will then decide if it is appropriate for them to answer the complaint, or to pass the complaint back to the surgery.

Complaints not resolved at surgery level cannot be passed to NHS England, but must be referred to The Parliamentary and Health Service Ombudsman.

Contact details:

·         **By post -** NHS Commissioning Board, PO Box 16738, Redditch, B97 9PT

·         **Electronically using the commissioning board’s email address -** [nhscommissioningboard@hscic.gov.uk](https://web.nhs.net/owa/redir.aspx?C=Wem-GKTeWEaWlQZwmzHX2uoRQRTIB9BIq-amkW-IXYYzw5DUW5eoFR3BPmRAPzl3CR8R57dYLm4.&URL=mailto%3anhscommissioningboard%40hscic.gov.uk) Please write ‘For the attention of the Complaints Manager’ in the subject line.

·         **By telephone** 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays). The complaint will be noted and passed to the Complaints Manager

**Care Quality Commission (CQC)**

The Care Quality Commission (CQC) is the independent regulator of all health and adult social care in England. Their aim is to make sure certain standards of care are met in hospitals, care homes, dental surgeries & GP surgeries. It focuses on whether care is safe and effective and whether it meets the needs of our patients.

You can contact the Care Quality Commission (CQC) for advice. The CQC doesn't manage individual complaints about GPs and their services. However if you are not happy with the response you get when they complain to the service provider, you should contact the [Parliamentary and Health Service Ombudsman (PHSO)](http://www.ombudsman.org.uk/home) on the details above.

Contact details:

·         **By post –** CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

·         **Website –** www.cqc.org.uk.

·         **By telephone** 03000 616161 (Monday to Friday 8.30am to 5.30pm, excluding English Bank Holidays).

**POhWER Solihull**

POhWER provide information, advice, support and advocacy to patients.

Contact details:

·         **By post –** POhWER, PO Box 14043, Birmingham, B6 9BL

·         **Website –** www.pohwer.net.

·         **By telephone** 0300 456 2370 (8am – 6pm).

**Arden Medical Centre Patient Participation Group (PPG)**

Arden has a Patient participation group. The role of the PPG is to provide a liaison between patients and the practice.

They meet on a quarterly basis and you may approach the PPG regarding issues or concerns you may have. Further details are available from the surgery