# Birchills Health Centre

# Complaints & Comments Leaflet

## Document Control

### A. Confidentiality Notice

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### B. Document Details

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| **Classification:** |  |
| **Author and Role:** | Ravi Suri- Practice Manager |
| **Organisation:** | Birchills Health Centre |
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### C. Document Revision and Approval History

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| **Version** | **Date** | **Version Created By:** | **Version Approved By:** | **Comments** |
| Outcome 1H | 30.10.12 | Pali Suri | GPs, P Manager, P Nurses & Admin staff | Implemented Oct 2012 |
| Outcome 1H | Oct 2013 | Pali Suri | Same as Above | Rev Due Oct 2014 |
| Outcome 1H | Oct 2014 | Pali Suri | Same as Above | Some Changes, Due 2015 |
| 1.1 | 14.10.2015 | Pali Suri | Same as Above | Reviewed and Updated  - PALS search (new link)  - ICAS is ***optional*** text (depends if ICAS services available in your area) – please check before adding to Leaflet |
| 1.1 | 20.10.2016 | Pali Suri | Same as Above | Unchanged Review due Oct 2017 |
| 1.1 | 25.10.2017 | Pali Suri | Same as Above | Unchanged Review due Oct 2018 |
| 1.1 | 31.10.2018 | Pali Suri | Same as Above | Unchanged Review due Oct 2019 |
| 2.0 | 23.10.2019 | Pali Suri | Same as Above | Reformatted leaflet Updated link to PALS to reflect new NHS website.  Review due Oct 2020 |
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| **COMPLAINING ON BEHALF OF SOMEONE ELSE**  Please note that Birchills Health Centre keeps strictly to the rules of medical confidentiality. If you are complaining 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.  **COMPLAINING TO OTHER AUTHORITIES**  The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following 3 bodies:  Customer Care, Jubilee House, Bloxwich Lane, Walsall, WS2 7JL, Tel No: 01922-618388  Patient Experience Team  Birmingham, Solihull Black Country Cluster  [hob.pals@nhs.net](mailto:hob.pals@nhs.net)  NHS England  [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  Tel No: **0300 311 22 33**  **CONTACTING THE CARE QUALITY COMMISSION**  If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the CQC on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk> |

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| **PALS, ICAS & OMBUDSMAN**  **PATIENT ADVISORY LIAISON SERVICE (PALS)**  PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on [**www.nhs.uk**](http://www.nhs.uk/) and search for “***PALS services in your area***”. The closest PALS service to our surgery is Walsall Healthcare NHS Trust based at the Manor hospital (01922 721172)    **INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)**  ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on Web Address Below  http://www.pohwer.net/how\_we\_can\_help/icas\_providers.html  **OMBUDSMAN**  As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the **Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP**  **Helpline: 0345 015 4033** |

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| Birchills Health Centre  Complaints & Comments Leaflet  LET THE PRACTICE KNOW YOUR VIEWS  PARTNERS  **Dr A S Suri**  MBBS (AIIMS) NEW DELHI  F.P.A, Obs List, CHS List  Approved under the MH Act 1983  MALE  Registered in New Delhi 1972  Registered in UK 1773  **Dr A MUNIYAPPA**  MBChB, DRCOG, DFSRH, nMRCGP  FEMALE  Registered in UK 2006  **Dr REBECCA SURI**  MBBS, BSc, MA, MRCGP  FEMALE  Registered in UK 2006  Please Take a Copy  (Revised on 23rd October 2019) |

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| **LET THE PRACTICE KNOW YOUR VIEWS**  Birchills Health Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don’t meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.  **TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET**   * 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?   **PRACTICE COMPLAINTS PROCEDURE**  If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.  **Note:** If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support. |

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| **HOW TO COMPLAIN**  In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Mr Ravi Suri Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.  If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:   * 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   The practice will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. 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 |

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| **COMPLAINTS AND COMMENTS FORM**  Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date of complaint / comment:\_\_\_\_\_\_\_\_\_\_\_  Details:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |