

MIDWAY SURGERY

Complaints Procedure

Complaints Managers
Susan Trounce and Jenny Simmons
Practice Managers
01727 832125

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Making a Complaint

We take complaints very seriously and appreciate the opportunity to hear about our care in order to reflect, respond and improve our service. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and we recommend you speak to one of our Practice Managers as early as possible. If you would like to meet or discuss by telephone, then please let us know.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you can do so by:

- Using the eConsult service on our website - <https://midway-surgery.webgp.com/> and select the “Sick notes, test results or administrative help” option. When prompted, select the “Other requests for documents or paperwork” option. Ensure that you make it very clear in your message that you wish to make a complaint with the practice manager.
- In writing to Jenny Simmons and/or Susan Trounce, practice manager, at Midway Surgery, 93 Watford Road, St Albans, Hertfordshire AL2 3JX

You should make your complaint as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident.

If you are a registered patient you can raise a complaint about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

What we do next

We will acknowledge receipt within five working days, and aim to have investigated the concerns within ten working days but sometimes this will be longer. Again, you may like to meet or to discuss by telephone. The Practice will then investigate and you will receive a reply in writing. If the complaint is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

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 would like to do so.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

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Complaining on Behalf of Someone Else

We keep to the strict rules of protecting medical and personal privacy. If you wish to make a complaint and are not the patient involved, we will require the written

consent of that patient to confirm that they are unhappy with their treatment and their consent as to whom can raise a complaint and have access to their details regarding the response.

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

Even when someone has died, they retain the right to keep their medical records confidential. There are strict guidelines as to whom can raise a complaint and what information can be disclosed. We completely understand that families can be left with questions and concerns, and for further information please talk to one of the Practice Managers who can help.

Further Action(s)

If you feel that you are no longer able to discuss this further with Practice, you have the right to ask the Ombudsman to investigate further. Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may also approach NHS England for help or advice regarding a complaint:

By post to:

NHS England
PO Box 16738
Redditch B97 9PT

By email to: nghand.contactus@nhs.net

Mark 'For the attention of the Complaints Team'

Tel: 0300 311 22 33

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