# **Complaints Policy**

## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at any of the practices of the Welby Group. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, you can ask to speak to the Practice Manager.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email provided on our website.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf.

NHS England

PO BOX 16738

Redditch B97 9PT 03003 112233 england.contactus@nhs.net

## Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain. The surgery will respond to all complaints within three business days. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## Investigating complaints

The Welby Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

The Welby Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient’s healthcare record.

## Third-party complaints

The Welby Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

## Final response

The Welby Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

## Advocacy support

Several services provide free support and advice as listed below.

### SeAp Advocacy gives advocacy support on 0330 440 9000

### Age UK on 0800 055 6112

### **POhWER Complaints Advocacy Service**

POhWER provides a free, independent and confidential advocacy service to support people with their NHS complaints. Website: [www.pohwer.net/in-your-area/where-you-live/lincolnshire](http://www.pohwer.net/in-your-area/where-you-live/lincolnshire)

Telephone: 0300 456 2370 or Local Rate for Lincolnshire: 0300 200 0084

### Patient Advice and Liaison Service

PALS provides confidential on-the-spot advice and support services helping you to deal with any concerns you may have about the care provided and can guide you through the different services available from the NHS. The service aims to:

* Advise and support patients, their families and carers,
* Provide information on NHS services,
* Listen to your concerns, suggestions or queries,
* Help sort out problems quickly on your behalf,
* Use patient experience to help shape and improve local health services,

The service can be contacted on 0845 602 4384 or [www.lincspals.nhs.uk](https://www.lincspals.nhs.uk/).

## Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health Service

Ombudsman (PHSO)

Milbank Tower

Milbank

London SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk