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**Patient Information Document**

How do I raise a concern?

At Pioneer Medical Group we make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for concern. If this is so we would wish for the matter to be settled as quickly, and as amicably, as possible.

We are continually striving to improve our service. We appreciate that people often do not like to comment or raise a concern, but we assure you that we do want to know if you are not satisfied. If you have a comment, complaint or suggestion please tell any member of staff who will assist you.

**Receiving of complaints**

The Practice may receive a concern made by, or (with his/her consent) on behalf of a patient, or former patient, who is receiving or has received treatment at the Practice, or:

(a) Where the patient is a child:

* by either parent, or in the absence of both parents, the guardian or other adult who has care of the child;
* by a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989;

(b) Where the patient is incapable of making a complaint, by a relative or other adult who has an interest in his/her welfare.

**What is the time limit for making a complaint?**

The period for making a complaint is normally:

(a) 12 months from the date on which the event which is the subject of the complaint occurred; or

(b) 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

**To whom should I complain initially?**

If you are unhappy with our services, please tell a member of our staff. Often the problem can be sorted out straight away. However, if this is not the case, or if you prefer not to talk to the member of staff involved in your care, you can contact the Business Manager (Justine Mansfield) or our Patient Experience Manager (Nicki Curtis). **Alternatively**, you can telephone or write to the Customer Contact Centre of BNSSG Integrated Care Board. The address and telephone number can be found below.

* Tel: 0800 073 0907 or 0117 900 2655
* Email: bnssg.customerservice@nhs.net
* Post: Customer Services team NHS Bristol, North Somerset and South Gloucestershire ICB, 360 Bristol Marlbrough Street Bristol BS1 3NX.

**NHS Procedure**

We will acknowledge your verbal or written complaint within three working days and offer you the opportunity to discuss your concerns.

We try whenever possible to speak to you directly about your concerns and may arrange to meet with you to hear first-hand your experience.

We will then agree a plan of action and decide upon the timescales in which we will respond to your complaint. There is no set timeframe, and this will depend on the nature of your complaint.

Your complaint will be fully investigated. This involves finding out what has happened by talking to staff involved and taking any necessary action.

If you have made a complaint but do not receive a response or decision for more than 6 months, we will write to you explaining the reason for the delay. The sooner you make a complaint the easier it is to investigate and the more likely it is the complaint can be resolved.

**If you are not satisfied with our response**

If you remain unhappy following our response, you can complain to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government. You can contact the Ombudsman at:

* Tel: 0345 015 4033
* Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
* Post: Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

**Where can I get further advice and help?**

There are many reasons for needing help to complain. If you would like someone independent of the NHS to help you complain, contact the NHS complaints advocacy services on:

**The Advocacy People**

* Tel: 0300 440 9000
* Email: info@theadvocacypeople.org.uk
* Website: https://www.theadvocacypeople.org.uk

**Keeping your complaint confidential**

Any personal data and information collected in relation to your concern or complaint is treated as strictly confidential and only made available to people who are involved in the investigation.

Information about the nature of the complaint is used to monitor the quality of care and may be followed up with the professionals concerned where problems are identified.

The fact that you have complained will not be recorded on your medical records.

**Reviewed: December 2023**

**Next review date: August 2024**