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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 one of our Patient and Administration Managers. Alternatively, you can telephone or write to the Customer Contact Centre of NHS England. The address and telephone number can be found below.

* Tel: 0300 311 22 33
* Email: england.contactus@nhs.net
* Post: NHS England, PO Box 16738, Redditch, BS7 9PT

**NHS Procedure**

*Due to the ongoing COVID-19 pandemic , the NHS has instigated a system wide “pause” of the complaints process which will allow all health care providers in all sectors to concentrate their efforts on the front-line duties and responsiveness to COVID-19. The initial “pause” period, introduced for three months from the end of March 2020, will be reviewed at the end of June. Please note that as of 26 March 2020, the Parliamentary and Health Service Ombudsman stopped accepting new NHS complaints and has stopped work on open cases*.

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

We will also ask you what you would like to happen as a result of your complaint, for example, an apology, a new appointment or an explanation. 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 will respond to 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 it is not possible to deal with your complaint within the period agreed, 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
* 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 Care Forum Bristol**

* Tel: 0808 808 5252

**SEAP ( Support, Empower Advocacy promote)**

* Telephone: 0300 3435704
* Email: Bristol@seap.org.uk
* Website: www.seap.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: May 2020**

**Next review date: May 2021**