

Next steps - Investigating your complaint:

We will aim to investigate your complaint within the timescale agreed with you initially.

If this is not possible we will update you in writing of the reason for the delay.

When we look into your complaint we shall aim to:

- * Find out what happened and what went wrong.
- * Make it possible for you to discuss the problem with those concerned, if you wish.
- * Make sure you receive an apology, where this is appropriate.
- * Identify what we can do to make sure the problem does not happen again.
- * We offer a face to face meeting or a written response but not both.

Your rights when making a complaint:

- Have the right to have any complaint you make about NHS Services dealt with efficiently and to have it properly investigated.
- Have the right to know the outcome of any investigation into your complaint.
- Have the right to take your complaint to the Independent Health Service Parliamentary and Health Service Ombudsman (PHSO) Millbank Tower London SW1P 4QP
Ring our complaints Helpline [0345 015 4033](tel:03450154033) or email phso.enquiries@ombudsman.org.uk
Or fax us on [0300 061 4000](tel:03000614000) if you are not satisfied with the way their complaint has been dealt with by the NHS.

Umbrella Medical***Complaints Leaflet******How to make a complaint about services provided by Lichfield Street Surgery***

This leaflet will tell you what to do if you need to complain about any services we offer

We aim to provide patients with the best care we can. If you have any comments, concerns or complaints about our service, we want to hear about it.

Who to complain to:

You **can complain** to the Practice Complaints Manager:

Complaints should be addressed to **Lorraine Stewart or Kate Waller Locality Manager, Lichfield Street Surgery, 19 Lichfield Street, Walsall, WS1 1UG**

If patients don't wish to complain direct to the practice then their route in the first instance should be NHS England. If patients are not happy with their response from NHS England or the practice then the next step is to contact the health service Ombudsman. Please see contact details below for NHS England Email – england.contactus@nhs.net type in the Subject tab "for the attention of the complaints team" [Helpline 0300 311 2233](tel:03003112233) – Customer Care Centre. NHS Choices for complaints to other NHS organisations Website www.nhs.uk/nhsengland/complaints

Who can complain?

You can complain about something that has happened to you or about another person's treatment if they are a child or where a patient has died.

We keep strictly to the rules of medical confidentiality.

Therefore, if you are complaining on *behalf* of someone who is unable to make their own complaint, we have to know that you have their permission to do so and we will therefore request their permission in writing, unless they are incapable of providing this.

Time limits:

We hope that most problems can be sorted out easily and quickly often at the time they arise and with the person concerned.

If the problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

Usually complaints can only be investigated if they are made:
Within 12 months of the incident that caused the problem; or
Within 12 months of you realising that you have something to complain about.

What the Practice will do?

We shall acknowledge your complaint within 3 working days, preferably in writing.

We will agree with you a complaint plan which will include:

- Details of all parties and how they can be contacted.
- The issues that require addressing
- The planned outcomes
- How the matter will be investigated (proportionate to risk)
- The timescale for the investigation and any interim progress reports to be provided to the complainant.
- How the responses will be provided
- What support has been suggested for the complainant
- How the practice will provide follow-up on any action taken as a result of a complaint as a means of continuous improvement.