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**Central Surgery**

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Central & Thorpe Surgeries

# Complaints and Comments Procedure

## Document Control

A. Confidentiality Notice

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B. Document Details

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| **Classification:** | Internal |
| **Author and Role:** | Dr Navin Kumar - Principal GP & Responsible Person & Jan Lenny - Practice Manager |
| **Organisation:** | Central & Thorpe Surgeries |
| **Document Reference:** | Operational & Clinical |
| **Current Version Number:** | 3 |
| **Current Document Approved By:** | NK & AW |
| **Date Approved:** | October 2024 |
| **Review Date** | October 2025 |

C. Document Revision and Approval History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Version Created By: | Version Approved By: | Comments |
| 1 | April 2017 | NK | NK | Original Version 2017 |
| 2 | Sept 2017 | NK & AH | NK & AH | Revised |
| 3 | Oct 2018 | NK & AH | NK & AH | Revised |
| 4 | Oct 2019 | NK & AH | NK & AH | Revised |
| 5 | Jan 2022 | NK & FI | NK & FI | Revised |
| 6 | April 2023 | NK & AW | NK & AW | Revised |
| 7 | October 2024 | NK & JL | NK & JL | Revised |
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This Policy and Procedure complies with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, introduced on 1st April 2009 across health and social care.

## Policy

* Central & Thorpe Surgeries will take all reasonable steps to ensure that their staffs are aware of and comply with this Procedure.
* The Surgery has nominated **Jan Lenny as its Complaints Manager**, to be responsible for managing the procedures for handling and considering complaints in accordance with the Policy and Procedure.
* The Surgery has also nominated **Dr Navin Kumar its Responsible Person**, to be responsible for ensuring compliance with the Policy and Procedure, and in particular ensuring that action is taken if necessary in the light of the outcome of a complaint.
* The Surgery will take all reasonable steps to ensure that patients are aware of:
* The Complaints and Comments Procedure
* The roles of the surgery, the NHS England, CCG and the Health Service Ombudsman with regard to patient complaints.

This includes the alternative facility for the patient to complain directly to the CCG instead of making their complaint to the surgery, as well as their right to escalate their complaint to the Health Service Ombudsman when they are dissatisfied with the initial response.

**N.B. ALL escalations must be directed to NHS England and if a patient is dissatisfied with the response to their complaint, they must escalate their complaint to the Health Service Ombudsman, not the CCG).**

* Their right to assistance with any complaint from the Patient The Independent Complaints Advocacy Service (ICAS); Citizens Advice Bureaux, 111 and the Care Quality Commission
* The Surgery Complaints and Comments Patient Information Leaflet, the Practice Patient Information Leaflet / Booklet and the surgery website will be the prime information sources for implementing this Policy and will be kept up to date and be made freely available to all Patients.
* All complaints will be treated in the strictest confidence.
* Patients who make a complaint will not be discriminated against or be subject to any negative effect on their care, treatment or support.
* Where a complaint investigation requires access to the patient's medical records and involves disclosure of this information to a person outside the Surgery, Jan Lenny the Complaints Manager, will inform the patient or person acting on their behalf.
* The Surgery will maintain a complete record of all complaints and copies of all related correspondence. These records will be kept separately from patients' medical records.

## Process

If you have a complaint, in the first instance you can speak to the Practice Manager, Jan Lenny. There should also be complaints leaflets in reception. You can also send your complaint to us in writing in person or by email.

Our email address is Dischargeletters.f81147@nhs.net

 For physical copies of complaints, we ideally ask for them to be typed as it is easier for us to read and process your complaint.

Alternatively, if you have a complaint about a primary care service (GP, dentist, pharmacist, and optician), you can contact Mid and South Essex Integrated Care System: Telephone: 01268 594444

Email: [Mseicb.complaints@nhs.net](mailto:Mseicb.complaints@nhs.net)

For all patient complaints and enquiries about any other local health service please contact:  
Healthwatch Southend on 01702 416 320

Website: <https://www.healthwatchsouthend.co.uk/contact-us>

### Receipt and acknowledgement of complaints

The Surgery may receive the following complaints:

* A complaint made directly by the patient or former patient, who is receiving or has received treatment at the surgery;
* A complaint made on behalf of a patient or former patient (with his/her consent)(please see consent policy), who is receiving or has received treatment at the surgery;
* 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 into whose care the child has been committed under the provisions of the Children Act 1989;
* By a person duly authorised by a voluntary organisation, by which the child is being accommodated.
* Where the patient is incapable of making a complaint, by a representative who has an interest in his/her welfare.
* All complaints, whether written or verbal will be recorded by the Complaints Manager in the dedicated complaints record.
* All written complaints will be acknowledged in writing within 3 working days of receipt.
* Conclusions of the investigation: was there an error, omission or shortfall by your organisation? Did this disadvantage the complainant, and if so, how?
* What needs to be done to put things right
* Any lessons learnt, these will be shared at the practice meetings (clinical and non-clinical)
* An explanation of what will happens next (e.g. what will be done, who will do it, and when)
* Information on what the person complaining should do if they are still unhappy and wish to escalate the complaint, including full contact information on the Health Service Ombudsman.
* The Surgery will send the complainant a response within 28 working days signed by EITHER the Practice Manager, Jan Lenny who is the Complaints Manager or Dr Navin Kumar the complaints responsible person nominated by the surgery.
* The response will incorporate:
* The written report
* Confirmation as to whether the surgery is satisfied that any necessary action has been taken or is proposed to be taken;
* A statement of the complainant’s right to take their complaint to the Parliamentary and Health Service Ombudsman.
* If the surgery does not send the complainant a response within the first 28 working days the surgery will notify the complainant in writing accordingly and explain the reason why.

### Unresolved Complaints

* In situations where the person making the complaint can become aggressive or unreasonable, the surgery will instigate the appropriate actions within the guidelines of our ‘Zero Tolerance Policy.
* Our Zero Tolerance Policy is available on request.

**Complaints Register**

To ensure the surgery monitors, handles and reviews complaints in a logical and timely manner, and to keep an audit trail of steps taken and decisions reached, the surgery records all complaints received on a dedicated complaints register (see [Appendix A](#AppendixA)).

### Annual Review of Complaints

* In line with National Guidance, the surgery will supply the following information to NHS England:
* The number of complaints received;
* The issues that these complaints raised;
* Whether complaints have been upheld, on-going or resolved;
* The number of cases referred to the Ombudsman.

### Reporting a Summary of Complaints to the Care Quality Commission

The surgery will adhere to the Care Quality Commission’s requirement of producing a summary of complaints at a time and in a format set out by the CQC and then send the summary within the timeframe specified.

**You can also contact the following for further information regarding complaints:**

**The Parliamentary and Health Service Ombudsman**Millbank Tower  
Millbank London SW1P 4QP

Tel: 0345 0154033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Independent Complaints Advocacy Service (ICAS)**

Helpline: 0300 456 2370

Email: [feedback@pohwer.net](mailto:feedback@pohwer.net)

Website: https://www.pohwer.net/

**Mid and South Essex Integrated Care System**Telephone: 01268 594444

Email: [Mseicb.complaints@nhs.net](mailto:Mseicb.complaints@nhs.net)

**Information Commissioner's Office**

Complaints Helpline Tel: 0303 123 1113

Website: https://ico.org.uk/global/contact-us/

Appendix A

# Appendix A

Central & Thorpe Surgeries

# Complaints Register

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Patient Details** | **Complaint Received Date** | **Complaint Details**  **(Main Points)** | **Investigation Results**  **[Were statements taken]** | **Informed Patient / Representative of Results** | **Date Resolved, Lessons Learned & Date shared with the team** |
| **Name:**  [Please use initials only] |  |  | (E.g. 20.07.18 by letter/email) |  |
| **Address:** | **Acknowledgement Letter Sent Date**  (Must be within 3 working days of receipt) |
| **Contact details:** [Tel. Email, Mobile etc.] |
| **Date of Birth:** | **Type of Complaint** (e.g.:  Clinical;  Communication and Attitude;  Premises;  Practice Management;  Practice Administration;  Safety;  Other.) |
| **SystmOne Clinical No:** |
| **Contact Name** (if different to patient): |