

CHURCH STREET PARTNERSHIP
Partners: Drs S Stanley, R Burtan, Y Hunukumbure
Z Qureshi, A Sulthana & H Grundy Wheeler

HOW TO MAKE A COMPLAINT

If you are unhappy with the treatment or service you have received from the NHS you are entitled to make a complaint, have it considered, and receive a response from the NHS organisation concerned. The NHS Complaints Procedure described in this leaflet applies to the NHS in England.

Any concerns which you raise will be dealt with in the strictest confidence and will be investigated in a manner which will have no bearing on any future treatment you receive. They will be investigated in an unbiased, non-judgemental, transparent, timely and appropriate manner.

The NHS complaints procedure covers complaints made about any matter connected with the provision of NHS services by NHS organisations or primary care practitioners (GPs, Dentists, Opticians or Pharmacists). The procedure also covers services provided overseas or by the private sector where the NHS has paid for them.

WHO CAN COMPLAIN?

A complaint can be made by a patient or person affected, or likely to be affected by the actions or decisions of an NHS organisation or primary care practitioner. A complaint can also be made by someone acting on behalf of the patient or person, with written consent.

WHAT IS THE TIME LIMIT FOR MAKING A COMPLAINT?

You should normally complain within 12 months of the event(s) concerned, or twelve months after the date when the matter came to your notice.

Complaints managers in NHS organisations have discretion to waive this time limit if there are good reasons why a complaint was unable to be lodged sooner.

WHAT IF I AM TAKING LEGAL ACTION?

If you are taking legal action or state that you intend to start legal action then there is a possibility that you may not also use the NHS complaints procedure, unless part of your complaint is about something not connected with the legal action. If you stop the legal action (or there are outstanding issues that have not been resolved by the legal action), you can still use the NHS complaints procedure to pursue your concerns.

LOCAL RESOLUTION

Your complaint should usually be made to the organisation providing the service, i.e. your GP surgery, dental practice or hospital, as it is hoped that most complaints can be addressed as soon as possible. However, if you feel you are unable to directly approach the NHS provider to which your complaint relates, you can ask NHS England to investigate your complaint instead. Their details are as follows:-

NHS England, PO Box 16738, Redditch B97 9PT; tel 03003 112233; e-mail England.contactus@nhs.net

30a Church Street Bishops Stortford Herts CM23 2LY
Tel: 01279 657636
Fax: 01279 505464

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At Church Street Partnership, you can raise your concerns immediately by speaking to a member of staff (e.g. Doctor, Nurse, reception team or Practice Manager). They may be able to resolve your concerns without the need to make a formal complaint and provide you with the answers that you want over the telephone. Alternatively, you can email css.partners@nhs.net, and a member of the team will respond to you directly.

However, if you want to continue with your complaint you can do this orally or writing to the NHS organisation concerned.

The clinical lead for complaints at Church St is Dr Radu Burtan, and the Practice Manager is Debbie Ryan

Once your complaint has been received by the practice, you should expect a telephone call in order that your complaint can be discussed in more detail and together we can agree a way forward. If you feel you are unable to talk about your complaint, or wish for all contact to be in writing, then please let us know. During that first contact, either on the telephone or in writing, you should expect to be informed of how long it will take to look into your concerns, however for the majority of cases, a response to a complaint should take less than three working days.

INDEPENDENT REVIEW-SECOND STAGE OF THE COMPLAINTS PROCESS

If you are unhappy with the responses you have received to your complaint under Local Resolution, you can ask the Health Service Ombudsman to look into your concerns. The Ombudsman is completely independent of the NHS and Government, and can be contacted at:

Millbank Tower
Millbank
London
SW1P 4QP
0345 015 4033

30a Church Street Bishops Stortford Herts CM23 2LY
Tel: 01279 657636
Fax: 01279 505464