

Joint working

If your complaint concerns more than one organisation, we will need your consent to contact them so that we can work together to provide you with a co-ordinated response to your concerns.

IF YOU ARE DISSATISFIED WITH THE OUTCOME

If you are dissatisfied with the result of the investigation, you can ask the Health Service Ombudsman to review your complaint.

The contact details are:-

www.ombudsman.org.uk

Complaints helpline: 0345 015 4033

Fax: 0300 061 4000

Postal address:

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

Bennfield Surgery

Hilton House,
Corporation Street,
Rugby. CV21 2DN

Tel: 01788 540860

Fax: 01788 866039

www.bennfieldsurgery.co.uk

Dr C J Warburton MB ChB MRCGP
Dr N J Doherty MB ChB MRCGP
Dr H C Barnes BMBS MRCGP
Dr C Busby MB ChB MRCGP
Dr C Williams MBBS BSc MRCGP

Complaints Procedure



Bennfield Surgery is within the Coventry and Rugby Clinical Commissioning Group and part of the Arden Herefordshire and Worcestershire Area Team—NHS England.

Practice Manager: Kayley Delaney

How to complain

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

If your problem cannot be sorted out in this way and you wish to make a complaint, we would ask that you let us know as soon as possible, ideally in a matter of days, or at most, a few weeks, this will allow us to establish what happened more easily. If this is not possible, we would ask that your complaint is received:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

Complaints should ideally be made in writing, addressed to Kayley Delaney, Practice Manager. Alternatively, you can request to discuss your complaint with the Practice Manager over the phone, or by requesting an appointment.

It is important that you provide as much detail as possible in your complaint, with specific information, where possible.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We believe that this will give us the best chance of resolving any issues you may have.

If you do need help or advice regarding your complaint, you could contact one of the following organisations who will be able to help you:

Warwickshire Healthwatch

Tel: 01926 422823

Email: info@healthwatchwarwickshire.co.uk

Website: www.healthwatchwarwickshire.co.uk

Alternatively you can contact your local Warwickshire Citizens Advice Bureau who are working in partnership with Warwickshire Healthwatch.

POhWER

(an independent complaint advice service)

Tel: 0300 456 2370

Website: www.pohwer.net

What we do next

We shall acknowledge your complaint within **three working days** of receipt and will aim to look into it as soon as possible.

We will contact you to agree an appropriate time-scale for providing you with a full written response to your concerns.

We shall then be in a position to offer you an explanation or a meeting with the people involved.

When we look into your complaint, we 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 to do this;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure that the problem doesn't happen again (including looking at our own processes, where appropriate)

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Please note that the way we respond to complaints in this Practice means that we are not able to deal with questions of legal liability or compensation.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality.

If you are complaining on behalf of someone else, we have to know that you have their permission to do so before we can communicate with you.

Written consent, signed by the person concerned, will be required before we are able to discuss the matter further.