



Practice Complaints Leaflet – How to let us know when something has gone wrong

Like all GP practices, we work very hard to provide the very best care and service that we can. Indeed, every day hundreds of entirely satisfactory interactions with patients, relatives and other services take place. However, we must also acknowledge that healthcare is extremely complex and that things can occasionally go wrong. Should this be the case, this leaflet will tell you how you can make a complaint to the practice.

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event (and ideally within a few days) as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident, OR
- Within 12 months from when cause for complaint comes to your notice, giving as much detail as you can.

If you are a registered (or previously registered) patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. Please see the separate section in this leaflet. We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects. Please send your written complaint to:

Mrs Angie Newton, Business Manager, Lordswood Medical Group
54 Lordswood Road, Harborne, Birmingham, B17 9DB

Or visit our website, www.lordswood.org.uk and complete the feedback form accessed from the "contact us" tab.

What we do next

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days and aim to have looked into the matter within 10-20 working days. You may then receive a formal reply in writing, a telephone call or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses. When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

When the investigations are complete your complaint will be determined and a final response sent to you. Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with. 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.

Complaining on Behalf of Someone Else

Please note that we keep strictly to the rules of confidentiality (GDPR). If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Not happy with the outcome?

We believe that raising your concerns with us will give us the best chance to improve our service. Whilst we hope that we can give you a satisfactory explanation or solution, we appreciate that this may not always be the case.

If for any reason you do not feel able to raise further concerns with us you can contact IHCA, the Independent Health Complaints Advocacy, on 0330 440 9000 for further support. Their web address is <https://www.seap.org.uk/services/nhs-complaints-advocacy/>

In addition, PALS, the Patient Advice and Liaison Service can also offer support and can be contacted on 0121 371 3280 or via their website at <https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service/>

Alternatively, you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you remain unhappy once local resolution is completed. The address is:

The Parliamentary & Health Services Ombudsman
Millbank Tower
Millbank, London
SW1P 4QP

T: 0345 0154033
E: phso.enquiries@ombudsman.org.uk

The PHSO would normally expect any request to be lodged within 12 months from the date when you became aware that you had cause to complain. However, you are encouraged to make the approach as soon as possible after local resolution is complete.