

CHARLBURY MEDICAL CENTRE COMPLAINTS, COMMENTS AND FEEDBACK

Charlbury Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations, plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

We take errors and complaints very seriously. If you do have a complaint or concern about the service you receive from the doctors or any of the staff working in the practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO MAKE A COMPLAINT

We would hope that most problems can be sorted out quickly and easily at the time they arise and with the person concerned. We will seek to resolve all verbal complaints within 72 hours of you raising the issue. All verbal complaints will be recorded in writing by the practice. You will be provided with a copy of the written record on request.

If you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. The sooner you let us know of a problem the easier it will be to establish what happened. If you are unable to let us know quickly you should let us have details of your complaint within 12 months of the incident that caused the problem or as soon as possible after you have discovered the problem, provided this is within 12 months of the incident.

This 12 month time limit does not apply if we as 'the responsible body' are satisfied that:

- there were good reasons for not making the complaint within the time limit
- despite the delay it is still possible to investigate matters effectively and fairly

It will be a great help if you are as specific as possible about your complaint as this will help us carry out a thorough investigation.

Complaints may be made verbally to any member of the practice team although it is always best to submit complaints in writing or by email to cmc@nhs.net

WHAT WILL HAPPEN NEXT

Complaints will be acknowledged within three working days either by telephone or in writing. You will be offered a meeting to inform you how your complaint will be handled and the likely period for completion of the investigation and for you to discuss your concerns.

WHAT WE WILL DO

Your complaint will be treated confidentially and will be thoroughly investigated. During our investigation we will aim to find out what happened and what went wrong. When the investigation is complete we will contact you to discuss the outcome and this will then be confirmed in a letter as soon as reasonably practicable after completing the investigation. The response will include an explanation of how the complaint has been considered, the conclusions reached, and details of your right to take your complaint further.

COMPLAINING ON BEHALF OF SOMEONE ELSE

If you are complaining on behalf of someone else, we will need to know that you have their permission to do so. This is because of the rules of medical confidentiality. A note signed by the person concerned will be required, unless they are incapable of providing this, due to physical or mental illness.

COMPLAINTS ABOUT THE OUT OF HOURS SERVICE

All complaints relating to the out of hours service should be directed to the Intermediate Emergency Care Service (IECS).

Operational Manager, Urgent Care Service, Oxfordshire Health, Abingdon Hospital, Marcham Road, Abingdon, OX141AG.

Please send a copy of your complaint to our practice so we can monitor any complaints about the Out of Hours Service.

TAKING YOUR COMPLAINT FURTHER

If you are unhappy with the outcome of your complaint you can ask for an independent review by the Parliamentary and Health Service Ombudsman. You can find out more about their complaints process on their website <https://www.ombudsman.org.uk/about-us/feedback-about-our-service> or contact them by telephone.

Tel: 0345 0154033

Text phone or minicom: 0300 0614298

Monday to Friday 8.30 to 5.30pm

NEED HELP?

There are a number of organisations that are able to help you if you need help to make your complaint.

- You can take your complaint directly to **NHS England** and they will manage your complaint for you. Information on the NHS England complaints process and the

information they will need to manage your complaint can be seen here <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

Phone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: England.contactus@nhs.net (Please state: 'For the attention of the complaints team' in the subject line)

- You can also use the **NHS Complaints Advocacy Service**, a free independent advocacy service in Oxfordshire hosted by POHWER that helps individuals to make a complaint about any aspect of their NHS care or treatment.

Website: <https://www.pohwer.net/oxfordshire>

Phone: 0300 200 0082

Email: oxfordshireadvocacyhub@pohwer.net

If you would like to discuss your best course of action or make a complaint about Oxfordshire Clinical Commissioning Group please call their patient services **Freephone: 0800 052 6088**

- You can also contact Healthwatch Oxfordshire for further advice on how to make a complaint in Oxfordshire

Website: <https://healthwatchoxfordshire.co.uk/signposting/how-to-complain/>

Tel: 01865 520520