

When making a formal complaint it is helpful to let us know what your expectations and desired outcomes are to ensure our response addresses your needs.

When reviewing your formal complaint we aim to:

- 💧 Investigate the reported incident
- 💧 find out what happened and what went wrong
- 💧 make it possible for you to discuss the concern with the clinician if required
- 💧 provide you with an apology where appropriate
- 💧 agree actions to ensure the incident does not reoccur
- 💧 provide you with a written response
- 💧 review your complaint at our complaints review meeting as part of our ongoing shared learning

Complaining on behalf of another patient

We adhere to strict rules of confidentiality. If you are making a complaint on behalf of someone else, we need to ensure that you have permission to do so.

We will ask you to arrange for the person who the complaint is about to complete a third party consent form giving us permission to discuss or correspond with you about the reported incident. If they are incapable or do not have mental capacity please let us know.

We hope that, if you have a problem you will use our complaints service to give us the best

chance of putting right whatever has gone wrong and improve our service.

If you do not feel you can raise a complaint with us or you are dissatisfied with the way we are dealing with your complaint you can contact NHS England.

You can contact them on 0300 311 22 33
or
Email: england.contactus@nhs.net

If you remain dissatisfied with the responses to your complaint you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your case.

You can contact them on 0345 015 4033
or
Email: england.contactus@nhs.net
Phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

For complaint support call the
Essex Advocacy Service on 0300 3435736
or
info@essexadvocacy.org.uk

Document history:
Rivermead Gate Medical Centre Complaints
Published: March 2017
Reviewed: January 2020

Comments & Suggestions

Here to help you



Compliments & Complaints

123 Rectory Lane, Chelmsford
Essex, CM1 1TR

Tel: 01245 348688

www.rmgmc.co.uk
rivermeadgate.admin@nhs.net

Introduction

Rivermead Medical Centre is committed to providing the highest level of care for our patients and places patient care and satisfaction at the centre of our service to improve our outcomes.

We will always be willing to listen if there is any way that you think we can improve the service we provide.

We continually look at ways to improve and learn from our services to ensure that you receive the best possible experience with us.

We regard all compliments, comments, complaints and suggestions for improvement (whether from patients, relatives or visitors) as a valuable opportunity to learn and efforts to improve the way in which we work.

This leaflet gives you information about how to inform us of your experience at the surgery and who to contact if you have any concerns.

A list of useful contact addresses and telephone numbers are given on the back of this leaflet.

Compliments, Comments and Suggestions

If you have a positive experience, or would like to give us feedback in relation to your experience we would like to hear from you.

Feedback and comments in relation to your experience, good or bad can help shape the experience for all patients.

Praise for a particular member of staff, doctor or department is always fed back to the relevant team/person.

If you have concerns or complaints about the service or treatment you receive from the doctors or staff, please let us know.

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

If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know as soon as possible; ideally within a matter of days or at most a few weeks, because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint within 12 months of the incident/event occurring.

Raising a concern

We would always prefer to speak to in the first instance to discuss your concerns, as we are often able to resolve them straight away or by communicating with the correct team or member of staff resolve them quickly.

To speak to a member of the team, call the surgery on: 01245 348688 and ask to speak to the Senior Receptionist.

If the Senior Receptionist is not able to answer your questions or resolve your concerns she will

escalate them to the practice manager or the relevant clinician.

Making a formal complaint

If you still feel dissatisfied and wish to make a formal complaint the process is set out below.

Our complaints procedure is designed to ensure that we settle complaints as quickly as possible.

In the first instance, write to the practice giving us as much information as you can.

We will acknowledge your formally complaint within 3 working days of receipt. This will require an investigation and a written response.

There are no set National Timeframes for responding to formal complaints, however the practice recognises that investigations should be carried out in a timely manner and we aim to respond to formal complaints within 25 working days.

In some cases this timeframe may need to be extended if more time is required to fully investigate to respond to the concerns raised. We will inform you of any delays in the process.

When multiple clinicians are involved in a complaint, the complaint will take longer to investigate and more time will be needed to provide a response.