

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 concern, you will contact the Practice.

If you feel you cannot raise a complaint with us, you can contact one of the following bodies:

Mid & South Essex Integrated Care System

Mid and South Essex integrated care board instead of NHS England.

The contact details are as follows:

Telephone: 01268 594444E-

mail: Mseicb.complaints@nhs.net

Writing to us at: Mid and South Essex Integrated Care System · Phoenix House, Christopher Martin Road, Basildon, Essex, SS14 3HG

Parliamentary and Health Service Ombudsman (PHSO) who investigates complaints about the NHS in England.

Telephone: 0345 015 4033

Email: england.contactus@nhs.net

Phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

<http://www.cqc.org.uk>

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 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 resolved in this way and you wish to make a formal complaint, please let us know as soon as possible; ideally within a matter of days or at most a few weeks. 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.

Telephone: 01245 348688 and ask to speak to the Practice Manager.

If she is not able to answer resolve your concerns, they will be escalated to the clinical complaint lead 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 aims 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 by visiting rivermeadgate.admin@nhs.net or email direct to: rivermeadgate.admin@nhs.net

Complaint forms, third party consent forms and policy are on our website www.rmgmc.co.uk

We will acknowledge your formally complaint within three working days of receipt. We will investigate and send a written response.

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

In certain cases, we may need more time to complete our investigation. We will inform you of any delays in the process.

When multiple clinicians participate in a complaint, the complaint will take longer to process.