

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may also approach PALS for help or advice at NHS Stoke PCT

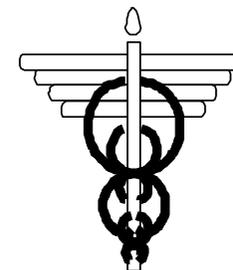
They provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

You can contact them confidentially on 0800 7832865 if you have any concerns about your health care.

The Practice Complaints Managers are Drs Parkinson and Gilby

Brook Medical Centre

98 Chell Heath Road
Bradeley, Stoke-on-Trent ST6 7NN
Tel: (01782) 838355
Fax: (01782) 836245



COMPLAINTS PROCEDURE

**Complaints are defined as
"a strong dissatisfaction
that requires a response"**

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**, giving as much detail as you can, as soon as possible after the event, and ideally within a few days, as this helps us to establish what happened more easily. This enables us to answer your complaint from your experience. In any event, this should be:

- within twelve months of the incident,
- or within twelve months of you discovering that an event has occurred

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 are able to provide you with a separate third-party authority form to enable you to make a complaint on behalf of someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Mrs A Turner, Practice Manager at Brook Medical Centre.

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within three working days, and aim to have looked into the matter within ten working days. You may then receive a formal reply in writing, 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 looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

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 suggest that you send your complaint to that organisation. 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

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

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If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.