

Lister House Surgery Complaints and Comments Procedure

Document Control

A. Confidentiality Notice

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B. Document Details

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C. Document Revision and Approval History

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1	Sept 2018	SK & AI	SK & AI	Original
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This Policy and Procedure complies with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, introduced on 1st April 2009 across health and social care.

Policy

- Lister House Surgery will take all reasonable steps to ensure that their staffs are aware of and comply with this Procedure.
- Lister House Surgery has nominated **Mrs Shifa Khan as its Complaints Manager**, to be responsible for managing the procedures for handling and considering complaints in accordance with the Policy and Procedure.
- Lister House Surgery has also nominated **Dr Andrew Ihonor as its Responsible Person**, to be responsible for ensuring compliance with the Policy and Procedure, and in particular ensuring that action is taken if necessary in the light of the outcome of a complaint.
- Lister House Surgery will take all reasonable steps to ensure that patients are aware of:
 - The Complaints and Comments Procedure
 - The roles of the surgery, the NHS England, CCG and the Health Service Ombudsman with regard to patient complaints.

This includes the alternative facility for the patient to complain directly to the CCG instead of making their complaint to the surgery, as well as their right to escalate their complaint to the Health Service Ombudsman when they are dissatisfied with the initial response.

N.B. ALL escalations must be directed to NHS England and if a patient is dissatisfied with the response to their complaint, they must escalate their complaint to the Health Service Ombudsman, not the CCG).
 - Their right to assistance with any complaint from the Patient The Independent Complaints Advocacy Service (ICAS); Citizens Advice Bureau, 111 and the Care Quality Commission
- Lister House Surgery Complaints and Comments Patient Information Leaflet, the Practice Patient Information Leaflet / Booklet and the website will be the prime information sources for implementing this Policy and will be kept up to date and be made freely available to all Patients.
- All complaints will be treated in the strictest confidence.
- Patients who make a complaint will not be discriminated against or be subject to any negative effect on their care, treatment or support.
- Where a complaint investigation requires access to the patient's medical records and involves disclosure of this information to a person outside the surgery, Mrs Shifa Khan, the Complaints Manager, will inform the patient or person acting on their behalf.
- Lister House Surgery will maintain a complete record of all complaints and copies of all related correspondence. These records will be kept separately from patients' medical records.

Process

All persons [patients and visitors] who have a complaint should in the first instance, directed to the Practice Manager, Mrs Shifa Khan. There should also be Complaints & Comments leaflet at reception that can be offered or handed to the person who wishes to make a complaint.

Alternatively, if you have a complaint about a primary care service (GP, dentist, pharmacist, and optician), you can contact NHS England: Telephone: 0300 311 22 33 england.contactus@nhs.net
NHS England, PO Box 16738, Redditch B97 9PT

Receipt and acknowledgement of complaints

Lister House Surgery may receive the following complaints:

- A complaint made directly by the patient or former patient, who is receiving or has received treatment at the surgery;
- A complaint made on behalf of a patient or former patient (with his/her consent)(please see consent policy), who is receiving or has received treatment at the surgery;
- Where the patient is a child:
 - By either parent, or in the absence of both parents, the guardian or other adult who has care of the child;
 - By a person duly authorised by a Local Authority into whose care the child has been committed under the provisions of the Children Act 1989;
 - By a person duly authorised by a voluntary organisation, by which the child is being accommodated.
- Where the patient is incapable of making a complaint, by a representative who has an interest in his/her welfare.
- All complaints, whether written or verbal will be recorded by the complaints manager in the dedicated complaints record.
- All written complaints will be acknowledged in writing within **3 working days** of receipt.

- Conclusions of the investigation: was there an error, omission or shortfall by your organisation? Did this disadvantage the complainant, and if so, how?
- What needs to be done to put things right
- Any lessons learnt, these will be shared at the practice meetings (clinical and non-clinical)
- An explanation of what will happen next (e.g. what will be done, who will do it, and when)
- Information on what the person complaining should do if they are still unhappy and wish to escalate the complaint, including full contact information on the Health Service Ombudsman.

Lister House Surgery will send the complainant a response within 28 working days signed by EITHER the Practice Manager, Mr Ruban Sivasoruban [Practice Manager and the Complaints Manager] or Dr Andrew Ihonor [GP Partner and the Responsible Person for all complaints] both nominated by the surgery.

- The response will incorporate:
 - The written report
 - Confirmation as to whether the surgery is satisfied that any necessary action has been taken or is proposed to be taken;
 - A statement of the complainant's right to take their complaint to the Parliamentary and Health Service Ombudsman.
- If the surgery does not send the complainant a response within the first 28 working days the surgery will notify the complainant in writing accordingly and explain the reason why.

Unresolved Complaints

- In situations where the person making the complaint can become aggressive or unreasonable, the surgery will instigate the appropriate actions within the guidelines of our 'Zero Tolerance Policy'.
- Our Zero Tolerance Policy is available on request.

Complaints Register

To ensure the surgery monitors, handles and reviews complaints in a logical and timely manner, and to keep an audit trail of steps taken and decisions reached, the surgery records all individual complaints received on a dedicated complaints register (see [Appendix A](#)) and the combined complaints using a Summary Log. [The summary log is used to share information about complaints at management/staff meetings]

Annual Review of Complaints

- In line with National Guidance, the surgery will supply the following information to NHS England:
 - The number of complaints received;
 - The issues that these complaints raised;
 - Whether complaints have been upheld, on-going or resolved;
 - The number of cases referred to the Ombudsman.

Reporting a Summary of Complaints to the Care Quality Commission

Lister House Surgery will adhere to the Care Quality Commission's requirement of producing a summary of complaints at a time and in a format set out by the CQC and then send the summary within the timeframe specified.

You can also contact the following for further information regarding complaints:

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0300 3112233

Email: England.contactus@nhs.net

If you are making a complaint please state 'For the attention of the complaints team' in the subject line

Website: www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/

NHS Luton Clinical Commissioning Group

Anyone [using healthcare services provided or funded by Luton CCG] can make a complaint to NHS Luton Clinical Commissioning Group in writing or by email, telephone or by requesting a face-to-face discussion.

Your complaint will be acknowledged **within three working days** and they will suggest an action plan and a timescale for its resolution.

Luton CCG Complaints Service
LCCG Feedback Team
Suite 1, Capability House,
Silsoe, Bedford,
Bedfordshire, MK45 4HR

Tel. 01525 864405

Email: lccg.feedback@nhs.net

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank London SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

Independent Complaints Advocacy Service (ICAS)

www.pohwer.net

Healthwatch England

www.healthwatch.co.uk

NHS Choices –Advice and Contacts for NHS Complaints

www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx

Lister House Surgery
Complaints Register

Patient Details	Complaint Received Date	Complaint Details (Main Points)	Investigation Results [Were statements taken]	Informed Patient / Representative of Results	Date Resolved, Lessons Learned & Date shared with the team
Name: [Please use initials only]				(E.g. 20.08.18 by letter)	
Address:					
Tel:					
DOB:					
SystmOne ID No:					
Contact Name (if different to patient):					
Acknowledgement Letter Sent Date (Must be within 3 working days of receipt)					
Type of Complaint (e.g.: Clinical; Communication and Attitude; Premises; Practice Management; Practice Administration; Safety; Other.)					