

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the Partners of the Limes Medical Centre keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following official bodies:

LLR ICB

Corporate Affairs Team
Leicester, Leicestershire ICB
Room G30, Pen Lloyd Building
County Hall, Leicester. LE3 8TB
Email: llricb-llr.enquiries@nhs.net

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice, please contact the Care Quality Commission on 03000 616161 – Mon-Fri 8.30am-5.30pm, or alternatively visit www.cqc.org.uk and complete an online form or write to: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA.

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found in the following link:

Write to us at: -

POhWER,
Scott House
The Custard Factory,
Gibb Street
Deritend
Birmingham
B9 4AA

Tel: 0300 456 2370 (charged at local rate)

Feedback & Complaints

feedback@pohwer.net

OMBUDSMAN

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298

Mon – Thurs 8.30am – 5.00pm. Fri 8.30am – 12pm

Special requirements, including BSL

If you use BSL, you can use [our SignVideo service](#) to talk to us.

Please let the Ombudsman know of any special communication requirements so that these can be accommodated for.

The Limes Partnership

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr C Ruddock
Dr S Maxted
Dr S Vincent
Dr B O'Connor
Dr C Sloan

Revised June 2023

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

The Limes Partners are 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.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. *Where the issue cannot be resolved at this stage, please ask to **speak to the Reception Supervisor or David Concar (Practice Manger) who will contact you to try and resolve the issue and offer you further advice on the complaint's procedure.** If you wish to make a formal complaint, please write to David Concar, The Practice Manager (ideally, within a matter of days). This will enable the practice to get a clear picture of the circumstances surrounding the complaint.*

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice investigates your complaint, it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again.

COMPLAINTS AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____