

SUGGESTIONS COMMENTS & COMPLAINTS

INDEPENDENT REVIEW

We hope that if you have a problem that we will be able to resolve it within our complaints procedure. If you remain dissatisfied with the practice's efforts at resolving your complaint you can ask the Healthcare Commission for an Independent Review. You should make your request within 2 months of our final response to your complaint.

The Healthcare Commission is an independent body established to promote improvements in healthcare. You can contact the commission at:

Healthcare Commission, FREEPOST, NAT 18958, Complaints Investigation Team, Manchester, M1 9XZ. Telephone 0845 601 3012.

FURTHER HELP AND ADVICE

The Complaints Manager at Shropshire County PCT can provide advice about the local independent complaints advocacy service. They can be contacted on Telephone 01952 265163.

West Midlands Independent Complaints Advocacy Service ICAS. Telephone 0845 1203748. They will provide support to people who want to complain about the NHS.

NHS Direct 0845 4647 or your local Citizens Advice Bureau.

The department of Health's website also has information on the NHS complaints procedure. Visit www.dh.gov.uk.

**Station Road, Ditton Priors
Bridgnorth Shropshire WV16 6SS
Phone 01746 712672
Fax 01746 712580**

The Brown Clee Medical Practice is committed to providing a high standard of care to all our patients. So that we can try to improve the service that we provide to you we need to know what you think. Your compliments, suggestions and complaints about our service are therefore welcome.

COMPLIMENTS AND SUGGESTIONS ABOUT OUR SERVICE

If you would like to express thanks then please contact the member of staff or write in our compliments and suggestions book which is located in reception. You may also write to one of the doctors or our Manager.

BEFORE YOU MAKE A COMPLAINT ABOUT OUR SERVICES

If you are unhappy about the treatment or level of service received please speak to one of the doctors or our manager who will try to resolve your complaint immediately. If you remain unhappy, your complaint can be registered and investigated formally.

HOW TO MAKE A COMPLAINT ABOUT OUR SERVICES

You can do this either by speaking or writing to one of the doctors or our manager who is also our complaints/ investigating officer. If you wish to complain we would like you to do this as soon as possible because this will enable us to establish what happened more easily. A complaint should be made within six months of the event or within six months of the date that you discovered a problem, but within 12 months of the event.

INDEPENDENT COMPLAINTS ADVOCACY SERVICE

The Independent Complaints Advocacy Service (ICAS) are independent bodies where staff can help you to make a complaint. The practice's local ICAS is West Midlands Independent Complaints Advocacy Service. Telephone 0845 120 3748.

WHAT HAPPENS WHEN YOU MAKE A COMPLAINT?

Once your complaint has been received we will:-

Acknowledge your complaint in writing, within two working days.

Conduct an investigation into what went wrong

Make it possible for you to discuss the problem with those concerned, if you would like this

Write to you within 10 working days of receipt of your complaint telling you the results of our investigation ensuring you receive an apology where this is appropriate.

If our response is delayed we will write to you to explain the reasons why and tell you when you can expect a full reply.

PATIENT CONFIDENTIALITY

During the investigation of your complaint, information from your health records may need to be disclosed to the investigating officer. Only information relevant to the investigation of your complaint will be disclosed. If you do not want any information from your health records to be disclosed, please bear in mind that this may affect the extent to which we can investigate your complaint.