

Dr Gada & Partners
The Holbrook and Shotley Practice
Complaints Procedure

What Happens If I am Not Satisfied with My Care or Treatment at the Practice?

We try very hard to provide a good service to our patients but occasionally something goes wrong, or we do not live up to our own standards of care.

In these circumstances' patients may feel it necessary to make a complaint. Although no one likes to receive criticism, we can learn from failings which patients have pointed out, and we try to make this a positive, learning experience. Our aim is that we should recognise what went wrong and take steps to prevent it occurring again.

What is the Timescale for Complaints?

Clearly it is best to make your complaint as soon as possible after the problem occurs so that the events are fresh in the minds of all concerned. Certainly, it should be made within 12 months of the events.

Who Can Complain?

We normally expect the patient themselves to make the complaint, but a parent or guardian may make a complaint concerning a child under 16, and adult patients may authorise in writing someone else to complain or discuss their care on their behalf. Next of Kin can make a complaint if a patient has died. You may wish to take advice and assistance from Suffolk Healthwatch, 01449 703949.

Responsible Person

The Senior Medical Partner oversees all complaints and is the 'Responsible Person' for the practice. The Practice Manager is the Complaints Manager and will carry out all the administrative work involved.

What Should I Do First?

Complaints can be made by letter, by email, verbally in person or over the telephone (01473 328263). If you wish to make a verbal complaint, ask to speak to the Practice Manager. If she is not available you could either give details to another member of staff for them to write down or you can leave details for the Practice Manager to contact you.

If you wish to complain in writing, address your letter to the Practice Manager at Holbrook Surgery, IP9 2QS or email her. The current email address is holsho.practice@nhs.net.

Acknowledgment of the Complaint

If you write your complaint it is our intention to acknowledge it with three working days of its receipt, so that you know we have it. If your complaint is made verbally the Practice Manager or other staff member will write down what you have said. The complaint will then be forwarded to all relevant doctors or staff involved in the incident and they will be asked to make written comments.

You may be invited to a meeting with the Practice Manager and/or Doctor so that we can understand the details of the problem better, or for us to explain the circumstances fully which led to the problem.

Replying to the Complaint

The Practice Manager will review all the comments she has received and in conjunction with a GP Partner and will aim to write a full reply within 28 working days, however this is not always possible, but we will always keep you updated.

What Happens Next?

The Partners will review all complaints at the time they are made and will decide any changes in practice which are needed to prevent a recurrence. Any learning points will be shared with the practice team but your name or other confidential details will not be used.

Additionally, the Partners will review a summary of all complaints at least once annually, in case there are any patterns or repetitions of problems which need to be brought to light.

They will also make an anonymised annual return of all written complaints to the Health Authority.

What If I am Not Satisfied with the Reply to My Complaint?

If you are not satisfied with our answer, please feel free to let us know that we have not addressed your concern. A further meeting or letter may well solve the problem.

If however you feel that we are not able to give a satisfactory reply, you can refer your complaint to NHS England who can be contacted as follows:

Patient Advice and Liaison Service (PALS)
Endeavour House
Russell Road
Ipswich
IP1 2BX

Freephone 0800 389 6819

Or you may refer your complaint to the Parliamentary and Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1 4QP

Telephone: 0345 015 4033

This must be within 12 months of the final correspondence at the completion of the local stage.