**Complaining to Other Authorities**

The practice hopes 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 two official bodies:

Write to:

NHS Mid and South Essex ICB

Complaints and Concerns Team

Phoenix Court, Christopher Martin Road
Basildon, Essex SS14 3HG

Phone: 01268 594444

Email: Mseicb.complaints@nhs.net

Or

NHS England, PO Box 16738, Redditch, B97 9PT

england.contactus@nhs.net – FAO The Complaints Manager

0300 311 22 33

# Independent Complaints Advocacy Service (ICAS)

If you would like to receive independent advice from someone about the NHS complaints process, who will offer help and support to those wishing to make a formal complaint about the NHS and can help you to write your letter of complaint and accompany you to any meetings.

South Essex Advocacy Service

Unit 2, 225-235 West Road, Westcliff-on-Sea SS0 9DE

01702 340566

**Contacting the Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk/contact-us>

**If you are Dissatisfied with the Outcome of Your Complaint**

If attempts at resolving your complaint through the practice or NHS England are unsuccessful 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

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Queensway Surgery**

 **Complaints Procedure**

Like all GP practices, we work very hard to provide the very best care and service that we can. Indeed, everyday hundreds of entirely satisfactory interactions with patients, relatives and other services take place.

However, we must also acknowledge that healthcare is extremely complex and that things can occasionally go wrong. Should this be the case, this leaflet will tell you how you can make a complaint to the practice.



**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** as soon as possible after the event (and ideally within a few days) as this helps us to establish what happened more easily. In any event, this should be:

* Within 12 months of the incident, **OR**
* Within 12 months from when cause for complaint comes to your notice, giving as much detail as you can.

If you are a registered (or previously registered) patient, you can complain about your own care. You are unable to complain about someone else’s treatment without their written authority. Please see the separate section in this leaflet.

**Send or write your complaint addressed to the Practice Manager. *(Complaints form also available from Reception)***

Queensway Surgery, 75 Queensway

Southend-on-Sea, SS1 2AB

Or

Email: mseicb-s.f81081.complaints@nhs.net

Or

Website: www.queenswaysurgery.co.uk

**What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter within 10-20 working days. You may then receive a telephone call, or 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 the practice looks into 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

When the investigations are complete your complaint will be determined, and a final response given to you.

If a formal reply is merited, the final response letter will include details of the result of your complaint and 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.

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 directly with the patient or may be able to deal directly with the third party, and this depends on the wording of the authority provided.