

## **NHS COMPLAINTS**

In line with the NHS Complaints Regulations concerns, complaints, compliments, and feedback can be raised/shared with either the practice directly or the ICB (this was previously NHS England).

Contact details for the Central East ICB Patient Experience Team are as follows:

Email: [blmkicb.contactus@nhs.net](mailto:blmkicb.contactus@nhs.net)

Telephone: 0800 148 8890

In writing: Central East ICB, Gemini House,  
Bartholomew's Walk, Cambridgeshire  
Business Park, Angel Drove, Ely CB7 4EA

Website: [Patient experience - Central East ICB](#)

The following website, explains the process in more detail: [NHS England » Feedback and complaints about NHS services](#)

Once a complaint has been investigated by either the practice or the ICB, should the complainant be unhappy with the outcome and wish to pursue their concerns to the final stage of the NHS complaints process, they can only do this by contacting the Parliamentary and Health Service Ombudsman (PHSO). The PHSO carries out independent investigations into NHS services.

Their contact details are:

The Parliamentary and Health Service

Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel: 0345 0154033

Further information for the PHSO can be found on their website:

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

# **MIDWAY SURGERY**

## **Complaints Procedure**

**Complaints Manager**

**Susan Trounce**

**Practice Manager**

**01727 832125**

## **Making a Complaint**

We take complaints very seriously and appreciate the opportunity to hear about our care in order to reflect, respond and improve our service. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and we recommend you speak to the Practice Manager as early as possible. If you would like to meet or discuss by telephone, then please let us know.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you can 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.

If you are a registered patient, you can raise a complaint about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

### **Send your written complaint to:**

Practice Manager  
Midway Surgery  
93 Watford Road  
St Albans  
Hertfordshire AL2 3JX

## **What we do next**

We will aim to acknowledge receipt within five working days and, from that time, to investigate concerns within ten working days. Sometimes this will be longer. Again, you may like to meet or discuss by telephone. The Practice will then investigate and you will receive a reply in writing. If the complaint is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

Where your complaint involves more than one organisation (e.g. social services or a hospital) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint solely relates to another organisation, this can be raised directly with them.

## **Complaining on Behalf of Someone Else**

We keep to the strict rules of protecting medical and personal privacy. If you wish to make a complaint and are not the patient involved, we will require the written consent of that patient to confirm that they are unhappy with their treatment and their consent as to whom can raise a complaint and have access to their details regarding the response.

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.

Even when someone has died, they retain the right to keep their medical records confidential. There are strict guidelines as to whom can raise a complaint and what information can be disclosed. We completely understand that families can be left with questions and concerns, and for further information please talk to the Practice Manager who can help.