

# Robert Frew Medical Partners

## **Complaints Procedure**

We aim to provide the highest standard of patient care at The Robert Frew Medical Centre. If you feel we have not provided this then please follow our complaints procedure to help us resolve any issues you may have.

*Our complaints procedure complies with the Health & Social Care complaints regulations issued in 2009.*

### **HOW TO COMPLAIN**

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. In the first instance, please speak to Joanne Pascall, our Reception Manager, who will try to address your concerns. Our aim is for a satisfactory outcome to your complaint for yourself and the practice.

If your problem cannot be sorted out in this way and you wish to make an official complaint, we would like you to let us know as soon as possible, preferably within a few days, as this will enable us to establish more easily what happened. Please write to *Allison Boor*, our Deputy Practice Manager with details of your complaint within 12 months of the incident, please be as specific as possible about your complaint.

### **COMPLAINING ON BEHALF OF SOMEONE**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter signed by the person will be required before the complaint or problems can be discussed on their behalf.

### **WHAT WE WILL DO**

We will acknowledge your written complaint within 5 working days (in normal circumstances) and aim to have investigated your complaint within a mutually agreed timescale. We will offer you the opportunity to have a meeting at the surgery to discuss your concerns or you can have a written explanation if that is your preference.

When we investigate we aim to:

Find out what happened and what went wrong.

Make it possible for you to discuss the problem if you wish.

Make sure you receive an apology, where this is appropriate.

Identify what we can do to ensure the problem does not happen again.

### **WHAT WE ASK OF YOU**

We ask that any complaints or concerns, which you might discuss with our receptionists in the first instance and later with our Reception Manager, will be aired in a pleasant, non-confrontational manner. Many of the complaints you have may stem from lack of resources at the practice. The Partners are fully aware of these shortcomings due to the lack of funds within the NHS. We ask that our patients be aware of these matters before making their complaint.

### **TAKING YOUR COMPLAINT FURTHER**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity, where possible, to improve our service.

This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

NHS England can be contacted on **0300 311 2233**, or by email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Support in making your complaint is also available from the Independent Complaints Advocacy Service on **0300 456 2370**, or by email [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

If you remain dissatisfied with the outcome of your complaint, you have the right to ask the Health Service Ombudsman to review your case. If you would like to discuss this possibility please contact the Ombudsman's Helpline on **0345 015 4033**.

### **Practice Contacts**

Joanne Pascall - Reception Manager  
01268 209229

Allison Boor - Deputy Practice Manager  
01268 209229

**Robert Frew Medical Centre**  
**Silva Island Way**  
**Wickford**  
**Essex**  
**SS12 9NR**