

Maple Access Surgery



Your guide on making a complaint about the Practice

If you're not satisfied with any aspect of your care at Maple Access, you have the opportunity to

1. Have your complaint dealt with effectively and with the minimum of delay
2. Be given an explanation as to the reasons for your complaint and an apology where appropriate
3. Be treated fairly and with consideration whether or not your problem has been resolved

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If the problem cannot be sorted out this way and you wish to make a formal complaint, please let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. Please send details of your complaint for the attention of Practice Management, Maple House, 17-19 Hazelwood Road, Northampton, NN1 1LG, or email it to northantsicb.mapleadmin@nhs.net

- Within 6 months of the incident that caused the problem or
- Within 12 months of the date of discovering that you have a problem, providing that it is within 12 months of the incident.

Responsibilities

- | | |
|---------------------------------------|---------------------------|
| • Dr Mahesh Dias, Lead GP Partner | Medical complaints |
| • Amal Perera Deputy Practice Manager | Administrative complaints |

What we do

- All complaints are passed initially to the Patient Care Manager and if deemed necessary passed to management team.
- Complaints can be made by letter, email, via the website feedback form, telephone or face-to-face
- You can choose how you wish your complaint to be dealt with – letter, telephone or face-to-face
- Any written/*oral complaints will be acknowledged within 3 days of receiving it (** this excludes oral complaints that are resolved to the complainant's satisfaction not later than the next working day*)
- We will aim to have looked into your complaint within 28 Days of the date that you raised it with us. We will then be in a position to offer an explanation or a meeting with the people involved and talk to you about what you would like to see as a resolution.

When we are looking at your complaint, we aim to

- Find out what happened, what went wrong and how it can be put right
- Find out what you would like to see as a resolution
- Make it possible 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 we can do to make sure the problem does not happen again

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else (other than your child), we have to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness) of signing this.

Administrative Complaints

The Practice Manager will carry out an investigation and provide you with a response within 28 Days of the date of receiving your complaint.

Medical Complaints

If your complaint is regarding medical services provided at Maple, the management team will liaise with the Lead GP Partner who will carry out an investigation. You may be offered a face-to-face meeting if you would like this. A written response will be provided within 28 Days or as soon as reasonably practical either from the date of the complaint, or the date of the meeting.

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 to improve our practice. However, this does not affect your right to approach NHS England or the Health Service Ombudsman if you feel that you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. Contact details for these organisations are below:

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London SW1P 4QP
0345 015 4033

Phso.enquiries@ombudsman.org.uk

Patient Experience Team

Francis Crick House
Summerhouse Road
Moulton Park
Northampton NN3 6BF
01604 476777

northantsicb.patientexperience@nhs.net

Maple Access Surgery - Complaint Form



Complainant (Please print your details)

Name: _____ Date of birth: _____

On behalf of _____ Date of birth: _____
(If applicable):

Address: _____

Tel no: _____ Email: _____

Brief details of complaint (what / who do you wish to complain about)

When did this happen? (date / time) _____

Place: Maple Access Surgery

Member(s) of the practice involved _____

(Please continue below if needed)

Complainant's signature: _____

Date: _____