

## **01 COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that the De Parys Group keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of somebody else, the Practice needs to know that you have permission to do so. A letter signed by the person concerned will be required unless they are incapable of providing this due to illness or disability.

## **COMPLAINING TO OTHER AUTHORITIES**

The Management Team hope that if you have a problem 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 bodies: -

HCAS – POhWER ICAS  
[Tel: 0845 456 1082](tel:08454561082)

Or

PALS Office at NHS England  
[Tel: 0300 311 22 33](tel:03003112233)

## **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. Alternatively, you can visit the following website: -  
<http://www.cqc.org.uk>

## **PALS, HCAS & OMBUDSMAN**

### **PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS Complaints Procedure and may be able to help you resolve your complaint informally. Your PALS contact is NHS England, PO Box 16738, Redditch, B97 9PT  
Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **HEALTH COMPLAINTS AND ADVOCACY SERVICE (HCAS)**

If you need help with making your complaint the Health Complaints Advocacy Service (HCAS) can provide free, impartial, and independent information, advocacy and support to members of the public, wishing to make a formal complaint about the National Health Service. The HCAS provider for Hertfordshire and Bedfordshire is POhWER, PO Box 14043, Birmingham, B6 9BL  
[Tel: 01582 447 109](tel:01582447109) or [0300 456 2370](tel:03004562370)  
Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)  
Web: <http://www.pohwer.net>

## **OMBUDSMAN**

If you are not happy with the response from this Practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The Ombudsman is completely independent of the NHS and Government. You can contact the ombudsman at: 11<sup>th</sup> Floor, Millbank Tower, Millbank, London, SW1P 4QP  
[Tel: 0345 015 4033 \(local rate\)](tel:03450154033)  
Email:- [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Web:- <http://www.ombudsman.org.uk>

The De Parys  
Group



## **LET THE PRACTICE KNOW YOUR VIEWS**

The De Parys Group is always looking for ways to improve the services it offers to patients. To do this effectively, the Practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the Practice continue to build and improve upon the service it offers.

## **TELL US ABOUT OUR SERVICE BY COMPLETING A FEEDBACK FORM ON OUR WEBSITE OR OBTAIN ONE FROM RECEPTION**

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 30 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

## **PRACTICE COMPLAINTS PROCEDURE**

If you have a complaint about the service you have received from any member of staff working in this Practice, please let us know. The Practice operates a Complaints

Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

If you make a complaint, it is Practice policy to ensure you are not discriminated against or subjected to any negative effect on your care, treatment or support and for this reason complaints are not held on patients' records.

## HOW TO COMPLAIN

Complaints can be made orally or in writing. If you make an oral complaint, we may request that you put your concerns in writing if there are a number of different issues or we feel we require it in writing in order to investigate thoroughly.

If you wish to make a written complaint, please address it to Kim Paradine, Patient Feedback Co-ordinator by post to 32 Pemberley Avenue, Bedford MK40 2LA. Electronic complaints should be made by visiting our website and clicking on the feedback and complaints tab which can be found by clicking on the Administrative Office banner or by emailing [blmkicb.deparysqandg@nhs.net](mailto:blmkicb.deparysqandg@nhs.net). We do not accept complaints in any other form to ensure we can answer in a timely manner.

## WHAT WE WILL DO

We will provide an acknowledgement to your complaint within 3 working days.

When we look into your complaint we aim to: -

- Find out what happened
- Make it possible for you to discuss the problem with us

- Make sure you receive an apology where it is appropriate
- Identify what we can do to make sure the problem does not happen again

Our Quality and Governance Manager or a Partner will then be in a position to offer you an explanation and written response. This may include meeting with you to resolve the problem

Please let us have details of your complaint within the following timescales: -

- Within 12 months of the incident that caused the problem

**OR**

- Within 12 months from when the complaint comes to your notice.

The Practice will acknowledge your complaint within three working days.

If you have a formal complaint, please write to 32 Pemberley Avenue, Bedford MK40 2LA for the attention of Kim Paradine or visit our website > Administration Office > Feedback and Complaints. You can also email [blmkicb.deparysqandg@nhs.net](mailto:blmkicb.deparysqandg@nhs.net)

When using the website please tell us whether your comments are feedback (which will not be treated as a formal complaint) or a formal complaint for us to manage through the in-house complaint's procedure.

Please also let us know when we have done something well. Positive feedback inspires us to work harder for our patients. Patient experience is important to us in order to acknowledge things going well and identify areas of improvement

Thank you