



QUORN MEDICAL CENTRE

1 Station Road
Quorn
Loughborough
Leicestershire
LE12 8BP

Telephone: 01509 410800

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Complaints Procedure

The in-house complaints procedure is designed to provide properly authorised complainants with an explanation of the circumstances surrounding an adverse event. It cannot address questions of negligence or compensation. If the partnership considers the complaints procedure is not appropriate in a particular case, the Practice Manager will advise how the complaint may be pursued through other channels. Please see overleaf for more details.

Goals of the In-House Complaint Procedure

The goals of the in-house procedure are to provide:

- A clear explanation.
- An apology where appropriate.
- Reassurance that steps will be taken to prevent the same thing happening again.

Care must be taken to always ensure patient confidentiality. If you have any complaints or concern about the service that you have received from the doctors or staff working at Quorn Medical Centre, please let us know. We operate a Practice complaints procedure as part of the NHS complaints system for dealing with complaints. This procedure meets the national criteria.

Patient confidentiality will be always maintained.

If you need help due to language or literacy difficulties, please let our one of our Patient Coordinators know and we will provide appropriate assistance.

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 your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints can be made in writing, electronically or verbally - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint: -

Within 12 months of the incident that caused the problem

or

Within 12 months of the date of discovering that you have a problem

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In writing to our Complaints Officer

Complaints Officer
Quorn Medical Centre
1 Station Road
Quorn
Loughborough
Leicestershire
LE12 8BP

Electronically

You can e-mail a complaint to the Practice via the 'contact us' field on our website www.quornmedicalcentre.co.uk or via our Practice e-mail address quorn.medicalcentre@nhs.net

Verbally

A complaint can also be made verbally by calling the Practice. If our complaints officer is not able to take your call, then our Patient Co-ordinators will take your contact details, and someone will return your call within 48 hours.

What we will do

We will acknowledge your complaint within 3 working days and aim to have investigated your complaint within 25 or 40 working days (dependent on severity) of the date you raised it with us. If we need to extend this timeframe, we will inform the claimant in writing. We will then be able to offer an explanation or a meeting with the people involved. When we investigate your complaint, we aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with the Practice.
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.
- Some of our complaints are discussed as a team at our Full Practice Meetings to gain valuable insights and identify any learning outcomes.

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, we must know that you have their permission to do so. A signed letter of consent by the person concerned will be needed unless they are incapable (because of illness) of signing this. Verbal consent can be obtained also in certain circumstances.

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Who can a formal complaint be made to?

Directly to the Practice or Leicester, Leicestershire, and Rutland Integrated Care Board (LLR ICB) directly. A claimant cannot do both and must choose which service to complain to.

You can do this by telephoning 0116 295 7572 or via email at llricb-llr.enquiries@nhs.net

You can also write to them at

Corporate Governance Team
NHS Leicester, Leicestershire, and Rutland Integrated Care Board (ICB)
Room G30, Pen Lloyd Building
County Hall, Glenfield
Leicester, LE3 8TB

Complaining to the Health Service Ombudsman

If you do not feel that you have received an adequate response from these avenues, you can contact The Parliamentary and Health Service Ombudsman. The Ombudsman is independent of Government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although they can waive them if they think there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033. Please note our helpline is currently open Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm, except bank holidays. Calls are charged at local or national rates. You can also email phso.enquiries@ombudsman.org.uk or fax 0300 061 4000. Further information about the Ombudsman is available at www.ombudsman.org.uk

You can write to the Ombudsman at:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

If you need any help or advice to make your complaint to the Ombudsman, you can contact your local NHS Complaints Advocacy Service who provide independent advocacy for people who have a complaint about the NHS. The details of your local office can be found at www.pohwer.net and their phone number is 0300 456 2370.

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