

If you are dissatisfied with the outcome

You have the right to approach the
Parliamentary & Health Service Ombudsman.

Their contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

30 Millbank

London

SW1P 4QP

Tel: 0345 015 4033

phso-enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

www.ombudsman.org.uk/make-a-complaint

(to complain online or download a paper form)

You may also approach Healthwatch or the
Independent Health Complaints Advocacy
for help or advice;

The local Healthwatch can be found at:

www.healthwatch.co.uk

The IHCA is able to be contacted at:

www.seap.org.uk/services/nhs-complaints-advocacy

Support with making a complaint

If you require impartial help or advice in resolving the
complaint, NHS complaints advocacy service can help
you.

You can contact **VoiceAbility** on the below details:

VoiceAbility

Unit 1

The Old Granary

Westwick

Oakington

Cambridge

CB2 3AR

Telephone: 0300 303 1660

helpline@voiceability.org



Sett Valley Medical Centre

Complaints Procedure Patient Leaflet

Sett Valley Medical Centre

Hyde Bank Road

New Mills

High Peak

SK22 4BP

Tel: 01663 743483

Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first. If you would like to discuss a complaint please ask to speak to either the Reception Supervisor, Assistant Practice Manager or Practice Manager and we will try to resolve your complaint verbally within 2 working days.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

Send your written complaint in the first instance to

The Practice Manager, Sett Valley Medical Centre

The practice Complaints Manager is: the Practice Manager

or Email to ddicb.receptionsettvalley@nhs.net

What We Do Next

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this.

When the investigations are complete, a final written response will be sent to you as soon as we are able.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will

send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 0300 311 22 33

By email: england.contactus@nhs.net

By post: NHS England, PO Box 16738, Redditch, B97 9PT

However, they usually prefer that you contact the surgery first as that can usually clear up the complaint and be dealt with quicker.