

Park Medical
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A GUIDE TO OUR PRACTICE COMPLAINTS PROCEDURE

What is a complaint?

'An expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of an organisation.'

Our Practice-based Complaints Procedure is in line with the Model of Complaints Handling Procedure for Health & Social Care Sector – Northern Ireland Public Services Ombudsman.

Who can complain?

You have a right to expect high standards of treatment.

However, sometimes things can go wrong and you may wish to complain because you are either:

- a) **Dissatisfied** with a service provided, either to yourself, your relative or someone in your care.
- b) **Or concerned** that you, your relative or someone in your care has not received a service you think should be provided.

Complaints can be helpful to us because they can highlight areas where **improvements** are necessary.

How to complain

If you have a complaint we would encourage you to tell the staff who are dealing with you. The staff member will refer your concerns to Mr Seamus McConnellogue (Practice Manager).

Contact Mr S McConnellogue by:

- Calling in person at the Health Centre
- Telephoning the surgery – (02871) 378500
- Or writing to the surgery at address above.
- Email practice.Z00599@gp.hscni.net

Complaining on behalf of someone else

Please note that the Practice must ensure strict adherence to the rule of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. Written consent from the patient concerned will be needed,

unless they are incapable (because of illness) of providing this. This form will be given to you on request.

What happens then?

Whoever you ask to look at your complaint, will do their best to sort out the problem quickly.

Stage 1 Front line response

This stage will focus on resolving concerns quickly and simply. The aim will be to listen and understand the complainant's concern and aim to resolve the complaint. The time frame for this stage of the complaint process is 5 working days.

If a complaint is not resolved at stage 1, or the service user remains dissatisfied, the service user, will be notified of how the complaint can be progressed to stage 2 of the complaints procedure. The service user has a minimum of 30 days to request that a complaint be considered at stage 2.

Stage 2

This stage is used when a complaint is more complex, cannot be resolved quickly, or when the patient is not satisfied with stage 1.

The practice will acknowledge the complaint within 3 working days. A full written response to the complaint will be provided as soon as possible, but normally no later than 20 working days from when the complaint was received. In certain circumstances a complaint may take longer than 20 working days to investigate. When this circumstance arises we will keep the service user informed and at least every 20 working days.

Details of investigation process

The investigation may include an interview with you about your complaint. You may bring a representative or friend with you, if you wish.

If you are agreeable, the member of staff to whom the complaint relates may be present.

A full explanation and if necessary an apology and details of remedial action.

Stage 3

Should a patient not be satisfied with the final response from the practice, they have the right to request an independent review from the Northern Ireland Public Service Ombudsman.

NIPSO is completely independent of both the Health and Social Care services and the Government.

Generally NIPSO will not take on a case which has not been through the HSC Complaints Procedure first.

NI Public Services Ombudsman
Progressive House, FREEPOST BEL1478
33 Wellington Place
Belfast BT1 6HN

Telephone 028 90233821
Freephone Telephone: (0800) 343424

Email: nipso@nipso.org.uk

Strategic planning & performance group

Some people with complaints may not wish to approach us directly. If this is the case, the Strategic Planning & Performance Group (SPPG) Complaints Team can act as an 'honest broker' or intermediary between complainants and the Practice to and provide support and advice to both parties to help resolve complaints at local level. Both parties must be agreeable to SPPG acting in this role during a complaint.

SPPG Complaints Team
12-22 Linenhall Street,
Belfast, BT2 8BS
Tel No: 028 95363893 or

E-mail:- complaints.sppg@hscni.net

The Patient and Client Council

Throughout the complaints investigation you also have a right to seek help of the Patient Client Council or PCC.

The Council is an independent body set up to represent your interests in health and social services. They are willing to assist you at any stage of your complaint by providing advice and support.

E-mail Info@pcc-ni.net
Freephone: - 0800 9170222

Help us to help you

People who use our services have an important responsibility to co-operate with staff in their treatment and care and to respect the rights of staff and of other patients.

By working together and by **listening** to each other's views and concerns, and **acting** on them, we can **improve** the service for everyone.

It is your right to complain if you are dissatisfied. We can learn a lot from your complaints and concerns, as well as from your compliments, which are, also much appreciated.