

COMPLAINING ON SOMEONE ELSE'S BEHALF

Please note that Wellington Medical Practice adheres strictly to the rules of data protection and confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note 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, or you are dissatisfied with the response received from us, you can contact any of the following:

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.

01952 580407

Email: twccg.patientservices@nhs.net

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found at:

0800 161 5600

www.ecstaff.co.uk

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:

Tel 0800 345 7115

alternatively visit the following website:

<http://www.cqc.org.uk>

From 01/07/2023 patients and members of the public can make a complaint about primary care services by contacting NHS Shropshire Telford and Wrekin instead of NHS England

You can do this by phone, email or written correspondence via NHS Shropshire, Telford and Wrekin Patient Services Team, at:

01952 580407

or email stw.patientservices@nhs.net

or writing to us at Halesfield 6, Halesfield, Telford, TF7 4BF

OMBUDSMAN

As a last resort, 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.

You can call the Ombudsman's Complaints Helpline on:

Tel 0345 015 4033

or

<http://www.ombudsman.org.uk>

Textphone (Minicom): 0300 061 4298

WELLINGTON Medical Practice

Complaints Procedure

**We value your feedback and
strive to improve services
offered to our patients**

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 the national criteria.

Note: 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.

HOW TO COMPLAIN

Complaints can be submitted verbally, or in writing to the practice, you can also use our practice email wmp.complaints@nhs.net we have feedback forms (on leaflet) these are also available at the information point beside our reception area. Alternatively by letter to the practice as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

Write to us at:

Tania Burrows
Patient Engagement Lead
Wellington Medical Practice (Complaints)
Chapel Lane
Wellington
TF1 1PZ

The practice will acknowledge your complaint within three working days from receiving your complaint, we aim to have investigated your complaint within twenty five working days of the date you raised it with us. At this stage you should receive a written response from the practice.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Identify what the practice can do to make sure the problem does not happen again
- Offer a resolution.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

PARTNERS

Dr T P O'Brien – Senior Partner
Dr D Ebenezer – Managing Partner
Dr N Singh – Clinical Partner
Dr J Ebenezer – Partner
Dr R Kaur – Partner

Feedback Details

Name: _____

Address: _____

Telephone: _____

Date of complaint: _____

Details: _____

Signed: _____