

Bedford Street & Furzton Medical Centre



K82039

Complaints and learning events policy

It is the policy of this Practice to ensure that patients with a complaint relating to care or service received with Dr Ullah & Partners can use a procedure which can help to resolve the complaint as quickly and fairly as possible. Complaints against our service are learning events for staff and the practice and are also used to monitor service delivery and identify training needs. This procedure is applicable to all patients registered with our practice.

Definition of a complaint

For the purposes of this procedure a complaint will be interpreted as a concern from a patient where they are unhappy with the care or service received. Clinical and non clinical matters are included.

Procedure

The Practice Manager should be made aware of all complaints. The patient or representative can do this in writing by letter, or by completing our Practice complaints forms available through reception or writing to the practice.

Once the complaint has been received the Practice Manager will either respond directly or allocate the complaint to the appropriate clinician or staff member for a response.

The surgery will respond with an acknowledgement letter, the patient should expect this within 10 working days.

All complaints will be discussed with the person concerned if any and following that at a practice meeting with all partners present

All complaints will be recorded on Team net as a shared learning event for the practice and enable us to identify training needs

The patient should expect to receive a written response within 21 days.

The patient should be provided with details of the Parliamentary Health Ombudsman in case of any event where they are not satisfied with the practice response.