

You may also contact NHS North Midlands
Complaints Service:

Post: **NHS England**
PO Box 16738
Redditch
B97 9PT

Email: england.contactus.@nhs.net

Telephone: **0300 311 22 33**

If you are dissatisfied with the outcome:

You have the right to approach the
Health Service Ombudsman. The contact
details are:

**The Parliamentary and Health Service
Ombudsman
Millbank Tower
21 Millbank
London
SW1P 4QP**

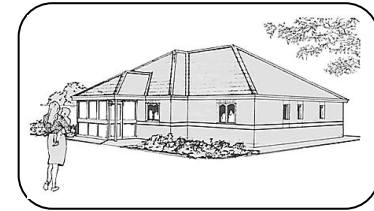
Tel: 0345 0154033

Website: www.ombudsman.org.uk

The practice Complaints Manager is:

Mrs Emily Gallimore

Moss Street Surgery



Complaints Procedure Leaflet

(Updated 2023)

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

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, as this helps us to establish what happened more easily. The easiest way for a complaint to be sent to the surgery is via email to moss.management@nhs.net

Alternatively you can send a written complaint to

Mrs Emily Gallimore
Practice Manager
Moss Street Surgery
Moss Street
Cannock
WS11 6DE

In any event, this should be: Within 12 months of the incident, or within 12 months of you discovering the incident has taken place. We ask that you give as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days. We will then aim to provide a more structured response within 10 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, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

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 sent initially 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 escalate the matter further 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.

Please provide a signed letter from the patient concerned which authorises the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which 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.

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