

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that Bedworth Health Centre keeps strictly to the rules of medical 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 practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following two official bodies:

Coventry & Warwickshire Integrated Care Board (ICB)  
[cwicb.complaints@nhs.net](mailto:cwicb.complaints@nhs.net)

Complaints Team, ICB, Westgate House, Warwick  
CV34 4DE

[Site Search - Happy Healthy Lives](#)

Telephone: 024 7652 6815

### **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 03000 616161, or alternatively visit the following website:

<http://www.cqc.org.uk/contact-us>

## **ICAS, OMBUDSMAN & PALS**

### **ADVOCACY SERVICE FOR NHS COMPLAINTS**

Independent Complaints and Advocacy Service (ICAS). This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on: <http://www.pohwer.net/our-services/nhs-complaints-advocacy>

Tel: 0300 456 2370

Postal address: ICAS, PO Box 14043,  
Birmingham, B6 9BL

### **Patient Advisory Liaison Service (PALS)**

Patient Advisory Liaison Service (PALS) – George Eliot Hospital, College Street, Nuneaton, CV10 7DJ.

Tel: 024 7686 5550

[Patient Advice Liaison Service \(PALS\)](#)

### **OMBUDSMAN**

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then 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 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

## **BEDWORTH HEALTH CENTRE**

# **Complaints & Comments Leaflet**

**LET THE PRACTICE KNOW YOUR VIEWS**

### **PARTNERS**

Dr. I Karir

Dr. J Storrow

Dr. A Zurub

Dr. J Cain

Dr. L Massey

Dr. A Pritchard

Dr. M Rock

Associate GP's

Dr. A Wearn

Dr. Z Hughes

Dr. R Marston

Dr. A Adefuye

Dr. J Sanyal

Dr. K Hebbes

Dr. L Loi

**Please take a copy**

*Revised : October 2024*

## LET THE PRACTICE KNOW YOUR VIEWS

Bedworth Health Centre, partners and staff are always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we do not meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

### TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

### 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 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

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact our Practice Managers, or e-mail [cwicb.complaintsbhc1@nhs.net](mailto:cwicb.complaintsbhc1@nhs.net) who will try to resolve the issue and offer you further advice on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know 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.

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

- Within 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days, on receipt of the letter/e-mail.

The Practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice investigates your complaint it aims to:

- Ascertain the full circumstances of the complaint.
- Plan for you to discuss the problem with those concerned if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what the practice can do to make sure the problem does not happen again

## COMPLAINTS AND COMMENTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of complaint / comment: \_\_\_\_\_

Details: \_\_\_\_\_  
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Signed: \_\_\_\_\_