

Branch End Surgery

Practice Complaints Procedure

At Branch End Surgery, we are committed to providing high-quality care and excellent service to all our patients. However, we recognise that sometimes things do not go as expected, and we are dedicated to addressing any concerns promptly and fairly. If you are dissatisfied with any aspect of our services, we encourage you to follow the steps outlined in our complaints procedure.

1. Informal Resolution

If you are unhappy with an aspect of your care or the service you have received, we encourage you to speak to a member of the practice team as soon as possible. Many concerns can be resolved quickly and effectively through informal discussion.

Please:

- **Speak to the person involved:** If possible, talk directly with the staff member or clinician involved. They may be able to clarify the situation or resolve the issue.
- **Contact Reception or Practice Manager:** If you are unsure who to speak with, please contact our reception team or ask for the practice manager, who will be happy to help.

2. Formal Complaint Submission

If your concern cannot be resolved informally, you have the right to make a formal complaint. We aim to resolve complaints within a reasonable timeframe and in a fair manner.

How to submit a complaint:

- In writing (via letter or email) to:

Branch End Surgery, Main Road, Stocksfield, NE43 7LL

Or

branchendsurgery@nhs.net

- By completing a complaint form available at reception or on our website.
- Over the phone, where our staff can assist you in documenting your complaint.

What we need from you: Please provide as much detail as possible about your complaint, including:

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- Your full name and contact details.
- A clear description of your concern, including the date(s) and location(s) involved.
- The name of the staff member(s) involved (if known).
- Any relevant documents or evidence (e.g., appointment letters, prescriptions, etc.).

Acknowledgment of the Complaint

Once your complaint is received, we will:

- **Acknowledge receipt** of your complaint within 3 working days.
- **Provide an overview** of how the complaint will be handled and the estimated timeframe for a response.
- If further investigation is required, we will inform you of the progress and the steps being taken.

Investigation and Resolution

- The Practice Manager, **Victoria Burnip** or in her absence a **GP Partner**, will conduct a thorough investigation into your complaint. This may include reviewing medical records, interviewing staff members, and considering any relevant policies or procedures.
- You may be invited to a meeting to discuss your complaint in detail.
- We aim to provide a **written response** to your complaint within 28 working days, explaining the outcome of the investigation and any actions that will be taken to address the issue.

Response and Outcome

After the investigation, we will provide you with:

- A **clear explanation** of our findings, including any areas where we acknowledge mistakes or shortcomings.
- **Any actions** we will take to improve our services and prevent similar issues in the future.
- If necessary, **details of how we plan to rectify the situation** or resolve the issue, such as further appointments, changes to procedures, or staff training.

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6. Escalation Process

If you are not satisfied with the response to your complaint, you have the right to escalate the matter to the following:

- **NHS England (for general complaints):** You can contact NHS England to investigate your complaint further. Visit england.contactus@nhs.net or call 0300 311 22 33.
- **Health Ombudsman:** If you are still unhappy after NHS England has looked into your complaint, you can contact the Parliamentary and Health Service Ombudsman. Visit <https://www.ombudsman.org.uk/> or call 0345 015 4033.

7. Confidentiality and Support

- Your complaint will be treated confidentially, and only relevant staff members will be involved in the investigation.
- If you feel you need support during the complaint process, you can seek advice from patient support organizations, such as [local support organization] or Healthwatch.

We value your feedback, and your complaint helps us to improve the services we provide. If you have any questions or need further assistance, please do not hesitate to contact us.

Thank you for helping us maintain high standards of care.