

Practice Complaints Contacts

The Practice Complaints Manager is:

Mrs Natalie Chamberlain,
Practice Manager

The Practice Complaints Lead is:
Dr L Oliver, GP Partner

Sherbourne Medical Centre
40 Oxford Street
LEAMINGTON SPA
CV32 4RA

T: 01926 333500
E: reception@sherbourne.nhs.uk

Comments / Suggestions

We value your feedback and are always looking for ways in which we can improve our service!

If you would rather simply make a comment or suggestion regarding the service provided at the surgery, this can be done in writing and addressed to Mrs N Chamberlain, Practice Manager OR online via the comments section of our website at:

www.sherbourne.nhs.uk

All comments or suggestions will be responded to in writing within three working days.

If you are Dissatisfied with the Outcome

If you are dissatisfied with the response from the practice you have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0300 061 4000

Website: www.ombudsman.org.uk

Independent Advocacy Service;

The independent advocacy service is an independent organisation based in Stoneleigh who provide patients with free, confidential advice and support when there are concerns or issues with the service provided by any NHS or public organisations.

Tel: 024 7669 7443
Email: office@independentadvocacy.org

or you may contact:

POhWER
PO Box 14043
Birmingham
B6 9BL

Tel: 0300 456 2370
Email: pohwer@pohwer.net

The **IMCA** act on behalf of individuals who have been assessed as lacking capacity.
Tel: 0300 222 5957



SHERBOURNE
MEDICAL CENTRE

Complaints Procedure Patient Leaflet

Making a Complaint

Most problems can be sorted out quickly and easily, 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. In any event, this should be:

Within 12 months of the incident or within 12 months of you discovering that you have a problem giving 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.

Send your written complaint to:

Practice Manager
Sherbourne Medical Centre
40 Oxford Street,
Leamington Spa
Warwickshire
CV32 4RA

Or send via email to:

reception@sherbourne.nhs.uk

Or you can request for our Practice Manager to call you directly so you can raise your concerns over the telephone.

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 28 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

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 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.

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.