**COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that our practice 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 you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

* Patient Advisory Liaison Service 0800 085 1547 / [www.pals.nhs.uk](http://www.pals.nhs.uk)
* Independent Complaints and Advocacy Service (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local ICAS service can be found on [www.carersfederation.co.uk](http://www.carersfederation.co.uk)

* Medway Clinical Commissioning Group
* Tel: 01634 335020  Email: [medway.ccg@nhs.net](mailto:medway.ccg@nhs.net?subject=medway.ccg@nhs.net)
* 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>

* NHS England

PO Box 16738, Redditch, B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By telephone: 0300 311 22 33

* Parliamentary Health Ombudsman

<Tel:-> 0345 015 4033

<http://www.ombudsman.org.uk>

Textphone (Minicom): 0300 061 4298

****

**Aspire Medical Health**

|  |  |  |
| --- | --- | --- |
| St Werburgh Medical Practice  98 Bells Lane, Hoo, Rochester  Kent, ME3 9HU  Tel: 01634 250523 [KMCCG.stwerburghadmin@nhs.net](mailto:KMCCG.stwerburghadmin@nhs.net)  [www.stwerburgh.co.uk](http://www.stwerburgh.co.uk) | Marlowe Park Medical Centre  Wells Road, Strood, ME2 2PW  Tel: 01634719692  [Marlowe.parkmedicalcentre@nhs.net](mailto:Marlowe.parkmedicalcentre@nhs.net)  [www.marloweparkmedicalcentre.nhs.uk](http://www.marloweparkmedicalcentre.nhs.uk) | Kings Family Practice  30 - 34 Magpie Hall Road, Chatham, Kent, ME4 5JY  Tel: 01634 810040  [kingsfamilypractice@nhs.net](mailto:kingsfamilypractice@nhs.net)  [kingsfamilypractice@nhs.uk](mailto:kingsfamilypractice@nhs.uk) |

**Complaints & Suggestions Leaflet**

**COMPLAINTS MANAGER**

Team Leader: Jackie Wake (St Werburgh Medical Practice)

Julia Bishenden (Marlowe Park Medical Practice)

Julia Bishenden (King’s Family Practice)

Clinical Lead: Dr Subhro Mukherjee.(St Werburgh Medical Practice)

Dr Subhro Mukherjee (Marlowe Park Medical Centre,

King’s Family Practice)

**LET THE PRACTICE KNOW YOUR VIEWS**

Our Practice is 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 don’t 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 ATTACHED TO THIS LEAFLET**

* Could you easily get through on the telephone?
* Did you get an appointment with the practitioner you wanted to see?
* For pre-booked appointments, were you seen within 20 minutes of your scheduled appointment time?
* Were our staffs 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 the Practice Manager who will try to resolve the issue and offer you further advice on the complaints 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.

The practice will acknowledge your complaint within two working days and aim to have looked into your complaint within twenty eight working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

• Ascertain the full circumstances of the complaint.

• Make arrangements 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.