

Complaints

DO YOU HAVE A COMPLAINT?

The doctors, other practitioners and staff of Queens Road Medical Practice make every effort to provide the highest standard of treatment and care to patients and their families and to administer the Practice efficiently. Sometimes you may feel that we have fallen short of this ideal or that the system has not provided what you require. We appreciate any constructive suggestions that you may have.

If you have any complaint or concern about the service that you have received from the doctors, other practitioners or staff working for this Practice you are entitled to ask for an explanation.

Please note that the Practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

This procedure does not deal with matters of legal liability or compensation. In some cases the procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority. This procedure does not affect your right to seek compensation in law or to take any other action.

Formal Written Complaints Procedure:

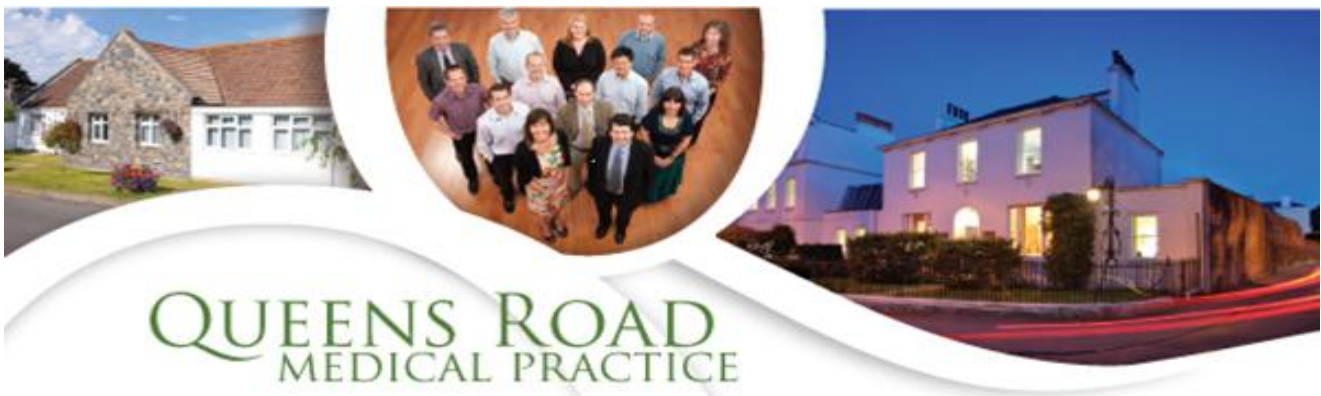
Should you, or a representative, wish to formalise your complaint in writing, the Practice provides a 'Complaints Form', which can be found at the end of this document.

This can be completed by the complainant themselves, or with the aid of a member of staff (please call Mrs Clare Arnold, 724184) and should be signed by the Patient.

Should the complainant wish to document the complaint in a different way, this is also acceptable. Please address correspondence to our Management Administration Assistant, **Mrs Clare Arnold, tel. 724184.**

Complaints Handling Process within the Practice:

- When a complaint is received by the Practice it is forwarded to the Management Administration Assistant who will record it on the Complaints Register and the patient record and an investigation into the allegations will then commence.
- A copy of the form will be passed to the member of staff involved in the complaint and a member of Management Committee for their comments.



- The Practice will acknowledge receipt of written complaints within three working days. A face to face meeting is offered.
- The Practice aims to provide a definitive answer to the complainant within 21 days, although it is accepted in more complex and serious cases this may not prove feasible, in which case the complainant will be advised of this in writing.
- All formal complaints are reviewed by a clinician and the Management Administration Assistant and discussed regularly at Management Committee (ManCee). ManCee consists of the Practice Chairmen, two other clinicians, the CEO, Assistant Practice Manager IT and the Assistant Practice Manager HR.

Independent Bodies:

If for any reason you do not feel able to complain to, or register concerns with, the doctor or organisation concerned then you are able to discuss this with the Responsible Officer (RO) who will ensure that appropriate actions are made.

The Responsible Officer is an experienced doctor who is trained in investigating and dealing with complaints about doctors and healthcare organisations.

The responsible officer is independent of practices and organisations in Guernsey and has a duty to ensure that investigations are fully investigated and concerns addressed. Issues should be addressed to Peter.Rabey@gov.gg or Dr Peter Rabey, Responsible Officer, HSC Corporate Headquarters, The Vauquiedor, St Andrews, Guernsey, GY8 6TW.

The local Citizens Advice Bureau is also available to support patients at any stage during the complaints process.

Patient Safety:

If at any stage there is immediate concern for patient safety, the complaint will be brought to the RO's attention without delay. Appropriate cases will be raised at a Significant Events Meeting to ensure lessons learned will not be lost to the Practice.

Alternative Surgeries:

Should you wish to move Practice the details of how to do so are supplied on request.



QUEENS ROAD MEDICAL PRACTICE

FORMAL COMPLAINT

Complainant's details

Name

Address

Contact Tel. No.

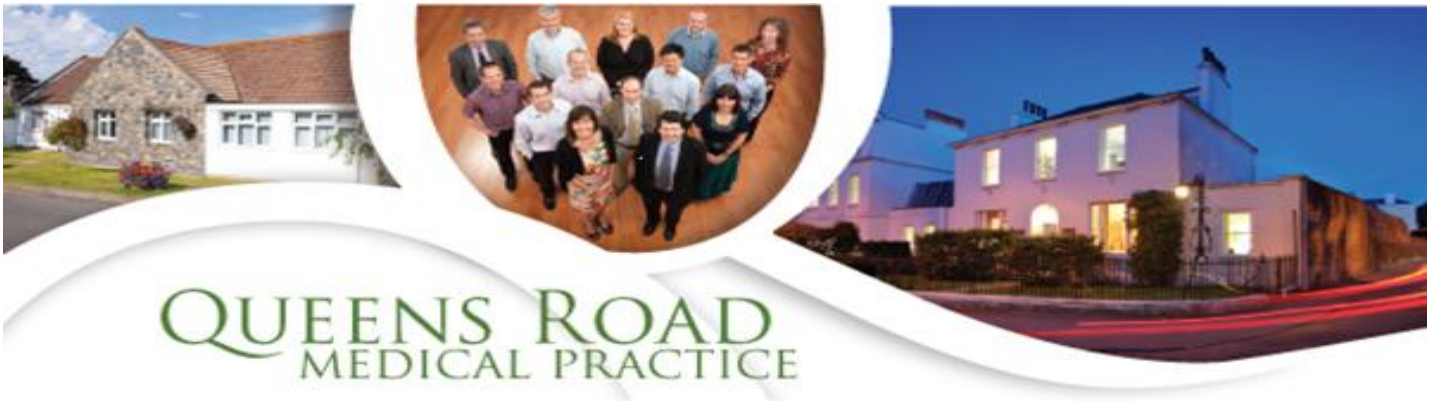
Patient's details (if different from above)

Date of birth

Name

Address

Summary of complaint (i.e. what is it that you most wish to complain about?)



Full details of complaint

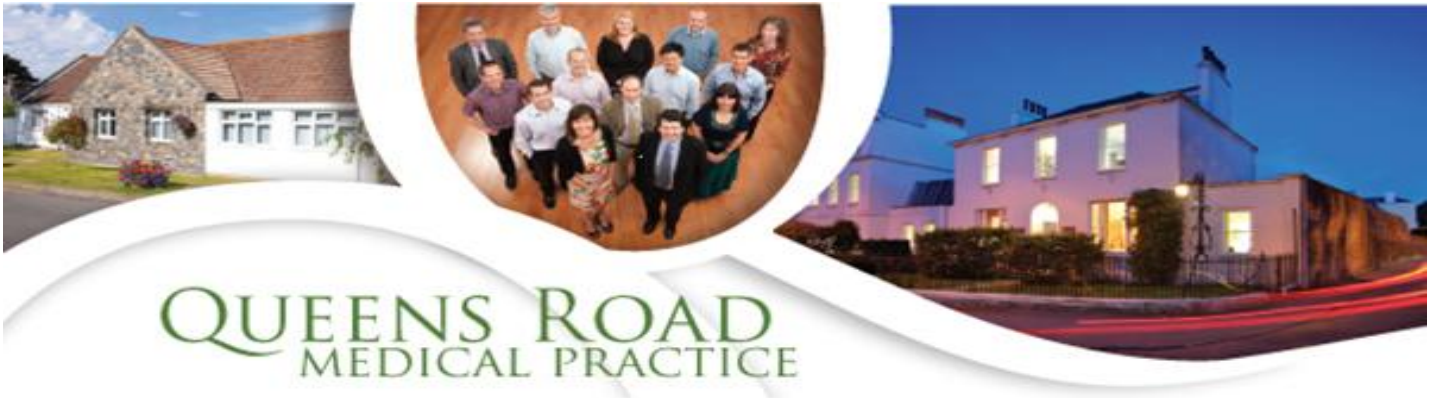
Date Time Place

Identify member(s) of Practice involved:

Full description of events

(i.e. the facts and surrounding circumstances giving rise to your complaint. Please use overleaf if necessary)

Complainant's signatureDate.....



When the complainant is not the patient

I.....hereby authorise the above complaint to be made and I agree that members of the Practice staff may disclose (in so far as it is necessary to do so to answer the complaint) confidential information.

Patient's signature.....

Date.....