

COMPLAINTS PROCEDURE



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Severn View Family Practice

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to our Patient Liaison Kirstie Dunning. Alternatively, ask to speak to the complaint's manager, Susan Bryan.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
england.contactus@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will acknowledge all complaints within three working days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Severn view Family Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Severn view Family Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Severn view Family Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Severn view Family Practice will issue a final formal response to all complainants which will provide full details and the outcome.