

Complaints Procedure

The doctors and staff at this surgery aim to provide a quality service to our patients. If you have a concern about the care provided by the practice, we would be grateful if you could bring this to our attention so that we may investigate and hopefully improve the service we offer and rectify any mistakes to prevent any future concerns or complaints from arising again.

In line with NHS guidelines and specifically the NHS Complaints regulations 2009, this surgery operates an in-house complaints procedure designed to deal with your complaint quickly and efficiently – the responsible officer is the Patient Liaison Officer. We would hope to be able to deal with most queries at the time they arise and with the person or the line manager of the person concerned.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, in writing either by letter or email as soon as possible in order to help us establish what happened more easily. A complaint must be made within 6 months of the incident that caused the problem or within 6 months of discovering that you have a problem, provided this is within 12 months.

Your complaint will not put your care at risk. Suggestions, concerns, and complaints are a very good way for us to learn how we can improve our standards and patient care. Please address your complaint to:

Patient Liaison Officer
Ambrose Avenue Group Practice
76 Ambrose Avenue
Colchester
Essex
C03 4LN

Or alternatively you can send these via email to: ambroseavenue.patientliaisonofficer@nhs.net

We look to settle complaints as soon as possible.

We will acknowledge all written formal complaints within 3 working days. We will then investigate the issue raised and respond to your complaint as soon as we have the outcome of the investigation. At this stage you should be offered an explanation or a meeting with the person(s) involved. When the practice investigates 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 received an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

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.

Complaining on Behalf of Someone Else

Ambrose Avenue Group 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.

Advocacy Services

The Independent Health Complaints Advocacy is a free, independent advocacy service that can help you make a complaint about any aspect of your NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS.

www.seap.org.uk

Tel: 0300 34 35 736

Email: info@seap.org.uk

The Integrated Care Board

This in-house procedure does not deal with matters of legal liability or compensation. It does not affect your right to make a formal complaint to Suffolk and North East Essex Integrated Care Board.

If you feel you cannot approach our surgery with your complaint, you may contact:

The Complaints Manager
Suffolk and North East Essex Integrated Care Board
Patient Advice and Liaison Service (PALS) Endeavour House
Russell Road
Ipswich
IP1 2BX

sneecb.complaints@nhs.net (with “for the attention of the Complaints Manager” in the subject line).

Patient Advisory Liaison Service (PALS)

Complaints, feedback and queries regarding health services. Patient Advice and Liaison Service team are available to answer queries, pass on feedback or handle any complaints that you may have. Learn more about their work or contact them via the details below:

Freephone: 0800 389 6819 (between 9:30am – 3:00pm Monday – Friday, excluding bank holidays)

For feedback and queries: sneeicb-ws.pals@nhs.net
To lodge a complaint: sneeicb.complaints@nhs.net

Patient Advice and Liaison Service (PALS)
Endeavour House
Russell Road
Ipswich
IP1 2BX

Ombudsman

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. This must be done within 6 months of the date that you receive a full response from us.

Ombudsman's Complaints Helpline: 0345 015 4033
www.ombudsman.org.uk or Textphone (Minicom): 0300 061 4298

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

If you have any concerns about the above procedure, please contact the Practice Manager Ms Annie Bailey at the surgery.

