# **Riverside Surgery Tamworth**

# Complaints, Comments & Suggestions

We always value feedback from patients, whether it’s about our services, staff, service you’ve received, the website, or anything related. This applies to staff as well as patients.   It helps us to improve, and we really do try to take on board any suggestions made – and in that way, you will be happier as will be the other people we look after. Please also tell us where we have done well so that we can continue to maintain our high standard and not rest on our laurels.

Dealing with complaints can at times be stressful and difficult; this is why we believe that a good system is in place for dealing with complaints, supported by all practice staff.  The webpage not only outlines how you can make a complaint, comment or suggestion, but also outlines the complaints procedure so that everyone working in the practice is familiar with it.  It is much better that we deal with comments, suggestions and complaints within the practice rather than allowing a grumble to turn into something that becomes unnecessarily big and ugly and unnecessarily involves the Health Care Commission.

*Comments and suggestions are valuable. Patients often have good ideas about ways of improving things that we are too close to the work to see for ourselves.*

How to make a complaint, comment or suggestion

We want patients and staff to express comments, suggestions and complaints to the practice when they feel dissatisfied with the service provided.   Please write to us soon after your experience of the situation about which you wish to complain.   There are several ways of doing this…

**If you are not happy with the care or treatment you have received, you have a right to complain, if you feel you need to complain, please see the Practice Manager for details.**

**This does not affect your right to approach your local Healthcare**

If you do not feel able to raise your complaint with us or you are dissatisfied with the result of our investigation, we suggest you might want to contact the Patient Advisory Liaison Service (PALS) service 0800 783 2865

However, having said all of that, please do try and talk with the practice first – we are here to help make things better.

What we will do

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us, or advise you of why it is taking longer than this.  We shall then be in a position to offer you an explanation, or a meeting with the people involved.  When we look into your complaint, we shall aim to:

1. Find out what happened and what went wrong;
2. Make it possible for you to discuss the problem with those concerned, if you would like this;
3. Make sure you receive an apology, where this is appropriate;
4. Identify what we can do to make sure the problem doesn’t happen again.

When things get heated up

When you’re in a situation which you are unhappy with, undoubtedly emotions will rise between you and the other person. These feelings can sometimes be so heightened that they can stop you from saying what you really want to say.  If you are ever in a situation where emotions are high, we would suggest writing a complaint a day or two after the situation to allow these feelings to settle a little so that you are in a better position to rationally collect your thoughts and be able to really express what you want to say.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality.  If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so.  A note signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.