

If you are Dissatisfied with the Outcome

The Practice Complaints Manager is Mrs S Driver. If you feel your complaint has not been dealt with satisfactorily, any of our Partners would be happy to discuss this further with you.

You also have the right to approach the Ombudsman. The contact details are:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Website: www.ombudsman.org.uk

**Complaints are dealt with
in the strictest confidence**

**Complaints on behalf of
someone else must be
accompanied by a signed
written authority form
which will be verified.**

Please post complaints to:

Oswald Medical Centre
387-391 Blackburn Road, Ac-
cington, BB5 1RP

Senior Business
Development Manager:
Mrs R Naylor

Practice Manager:
Mrs S Driver

GP Partners:
Dr Y Hasani
Dr G Manjooran
Dr R Sharma
Dr J Skaria

Complaints and Feedback Procedure

Oswald Medical Centre

*Providing High
Quality, Trusted Care for
Patients*

INFORMATION FOR PATIENTS

Tel: 01254 369123
Branches at:

274 Union Road, Oswaldtwistle
387-391 Blackburn Road, Accrington
1A Pritchard Street, Blackburn
15 Blackburn Road, Accrington

www.oswaldmedicalpractice.co.uk

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. We would always recommend that patients seek to resolve issues outside of a formal complaint as this often results in matters being settled with greater speed and impact.

We also encourage feedback from patients so that we can improve our service to patients. Patients often have good ideas about how things could be improved for the benefit of all patients. Feel free to get in touch with any ideas or comments you have at any time.

Where you are not able to resolve your complaint in an informal way and wish to make a formal complaint you should do so, **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a complaints form to register your complaint. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

What we Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt in writing, and aim to have looked into the matter within as quickly as possible. You will then receive a formal reply in writing and you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

If the matter is likely to take longer than this we will let you know, in writing, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete a final response sent to you.

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 or we may return this to you with a covering letter.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm and consent that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

Submitting Formal Complaints

Send your written complaint to our Complaints Manager—Mrs S Driver at the address overleaf.

The practice does not accept complaints via email. This is to ensure that the practice email account is reserved for clinical correspondence and complaints are not missed due to staff being on leave or absent from work.