

## Complaints Process:

Greens Norton & Weedon Medical Practice (GNWMP) aims to provide the highest possible quality of care for our patients. We are monitored by the Care Quality Commission and work with the local Integrated Care Board to provide and improve health care for our patients.

If you have a complaint about the service you have received, please let us know. The practice operates a complaints procedure as part of the NHS system for dealing with complaints, which meets national criteria.

If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

### Talk to us:

Every patient has the right to make a complaint about the treatment or care they have received at GNWMP.

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 a member of staff if you have a complaint; our staff are trained to handle complaints in the first instance. Alternatively, you can ask to speak to the Administration Manager or Practice Manager, but this may not be instant.

You can also write a letter of complaint or send an email for the attention of the Administration Manager / Practice Manager:

- Greens Norton & Weedon Medical Practice, 57 New Croft, Weedon, Northampton NN7 4RX
- Telephone: 01327 340212
- Email: [gnwmpadmin@nhs.net](mailto:gnwmpadmin@nhs.net)

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

- NHS England, PO Box 16738, Redditch B97 9PT
- Telephone: 0300 311 2233
- Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## **Time frame & investigating 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.

Our aim is to provide an acknowledgement to a complaint within 3 working days and a written response within 15 working days. Should there be a delay, we will provide regular updates regarding the investigation.

GNWMP will investigate all complaints effectively and in conjunction with existing legislation and guidance.

## **Confidentiality:**

GNWMP 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:**

GNWMP allows a third party to make a complaint on behalf of a patient. The patient must provide written consent for them to do so.

## **Final response:**

GNWMP will issue a final formal response to all complainants which will provide full details of the outcome of the complaint.

## **Further action:**

If you are dissatisfied with the outcome of your complaint from either NHS England or WMC then you can escalate your complaint to:

- Parliamentary Health Service Ombudsman (PHSO), Milbank Tower, Milbank London SW1P 4QP
- Telephone: 0345 015 4033
- Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)