



Complaint Form

Version 1.0 June 2012, Next Revision May 2012.

If you wish to register a formal complaint with us, then please complete this form. Your complaint will be dealt in line with our 'Complaints Policy/Procedure'. A copy of our Complaints Policy/Procedure is overleaf. If you require assistance in completing this form, then please ask a member of staff for guidance.

Patient information

Name

Date of Birth Address

Telephone

Subject of Complaint (Please tick below)

Communication/Attitude of staff

Premises

Practice/Surgery Management

General Practice Administration

Clinical Others (please specify)

PLEASE DETAIL THE NATURE OF THE COMPLAINT (please provide us with the details of the complaint)

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Patient Signature

Date _____

Time

FOR OFFICE USE ONLY

Receivedby (Staff Name)



What to do if you have a complaint!

This information sheet explains what a patient should do if he or she has a complaint about the services provided. We always try to give the best services possible but there may be times when you feel this has not happened.

We need to know about a problem so that we can look into it for you, provide you with an explanation and if possible put right any deficiency as quickly as possible and with due apology.

1. The first option is to verbally talk to a member of the Management Team (Practice Manager, or Assistant Manager) straight away. He/she will take listen to your complaint and inform you of what is going to happen.
2. Secondly you can talk to the Management Team over the phone by ringing 02476 685918, again the staff will listen to your complaint and tell you what to expect.
3. You can also complete one of our Complaints Form which helps you to clearly identify your complaint. You can off-course just write to our Practice Manager with details of your complaint at the following address:

Practice manager
Edgwick Medical Centre
2 Queen Mary's Road
Foleshill, Coventry. CV6 5LL

Dr Mishra is the responsible GP in terms of complaints but any senior member of staff may contact you regarding the complaint. If the complaint is regarding any senior member of staff or a GP then we will ensure that they are not involved in responding to your complaint we will assign another senior member of staff instead.

We think it is important to deal with complaints swiftly. Usually within the first 3 working days (of us receiving your complaint) you will get an initial response to say that we have received your complaint and it is being dealt. It is hoped that within a 10 working day period we aim to resolve your complaint fully. This is however subject to the staff not being on annual leave etc. We would normally write to you with a full explanation of all that may have happened and we shall let you know what action has been taken. We hope you will then be satisfied that we have dealt with the matter thoroughly, that you will understand what happened and we shall know what steps to take to prevent any recurrence.

However, if this is not possible and you wish to continue with your complaint, we will direct you to the Health Authority who will be able to help you.

There is no requirement that you use the Practice Complaints Procedure as you can complain directly to the Health Authority if you feel it is necessary. The Community Health Council can advise and help you. The Practice Complaints Procedure is not able to deal with the questions of legal liability or compensation.

Please note that we have to respect our duty of confidentiality to patients, and if a complaint is not made by a patient in person, then the patients consent will be necessary before details can be discussed.

We hope you will not need to complain, but if you do we assure you or a sympathetic and direct explanation through the Practice Complaints Procedure.

