

## PATIENT INFORMATION LEAFLET

### PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

#### How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- \*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 of the incident.

#### Who to contact.

Complaints should be addressed to our Practice Manager, Mrs Lorna Davitt, or any of the doctors. Alternatively ask for an appointment with Mrs Davitt in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

#### What we shall do.

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 20 working days of the date of receipt. 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:

- \*find out what happened and what went wrong;
- \*make it possible for you to discuss the problem with those concerned, if you would like this;
- \*make sure you receive an apology, where this is appropriate;
- \*identify what we can do to make sure the problem doesn't happen again

#### 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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

#### Complaint not resolved.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the local Health Authority.

#### To contact Practice Manager.

Please ring on 01582 748898  
Monday – Friday 8.00 - 4.00.  
If Lorna Davitt is not available, please ask to speak to her deputy via reception.

## Additional advice

The Patient Advice and Liaison Service

C/O Customer Services  
Luton Borough Council  
Luton  
LU1 2BQ  
01582 510373

e-mail [pals.lutonccg@nhs.net](mailto:pals.lutonccg@nhs.net)

Focuses on improving the service to NHS patients.

The service aims to:

- Advise and support patients, their families and carers
- Provide information on NHS services
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf

PALS can provide confidential advice and support guiding patients through the different services available from the NHS.

PALS acts independently when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate or prompt solutions.

## Complaining to the local Health Authority

If you feel you cannot raise your complaint with us **or**, you are dissatisfied with the result of our investigation. You should contact the Complaints Officer at

BLMK

<https://bedfordshirelutonandmiltonkeynes.icb.nhs.uk/contact-us/complaints-and-concerns/>

If you need further help or advice in making your complaint, you can contact NHS Complaints Advocacy (provided independently by POHWER) on 0300 456 2370

## Comments and suggestions

At The Medici Medical Practice we are always pleased to receive comments and suggestions from our patients. Please address these to Lorna Davitt our practice manager

Thank you for helping us to continue to provide the best service to all our patients.



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**3 Windsor Street  
Luton  
LU1 3UA**

Tel: 01582 343220

[www.medicipractice.co.uk](http://www.medicipractice.co.uk)