

A Guide to our in-house complaints procedure.

We operate an in-house complaints procedure as part of the NHS system for dealing with complaints. Our system meets the appropriate national criteria.

If you have a comment or complaint to make regarding the service and care we provide, we would like to know about it. We will investigate fully comments or complaints we receive and use the knowledge gained to improve our service to you whenever possible.

Your comment or complaint may be made in person, in writing or by telephone to Mrs Simone Johnson, the Practice Manager; or, if you prefer, to one of the doctors. If you attend in person or telephone, we will write down the details of your comment or complaint and may also need to ask you further questions so that we are clear of the precise nature of the problem. If you write to us, we will acknowledge receipt within two working days and let you know if we need further clarification of any of the matters you raise. We can supply a form for you to write your comment or complaint upon if you so wish.

As soon as we receive it, the appropriate members of the practice team will fully investigate the problem and arrange to provide a response within ten days. If we cannot respond within this time, we will contact you with an explanation for the delay.

Either the Practice Manager or one of the Doctors will respond in writing or suggest a meeting to discuss the problem in depth. If a meeting is proposed, we would normally involve the Practice Manager and one doctor for an administrative matter, or two doctors for a medical matter. We encourage you to bring a friend or relative to the meeting if you wish. Alternatively, you or we might suggest that an impartial third party with experience in dealing with complaints might be present at the meeting.

We are not able to deal with questions of legal liability or compensation, which must be channelled elsewhere. For further information please ask the Practice Manager or contact one of the organisations listed overleaf. Asking us to handle a complaint does not affect your right to contact any of the formal organisations to which you are entitled to make a complaint relating to the services we provide, or to seek advice

from the Patient Advice and Liaison Service.

Please let us know as soon as you can if you wish to make a complaint. We would usually expect complaints to be made within six months of the incident concerned or not more than six months after you became aware of a problem if it arose from an incident within the previous twelve months.

We cannot respond to and will not normally react to anonymous complaints. If the comment or complaint is made on behalf of another person, we are not able for reasons of confidentiality to discuss details of the problem without the full written consent of that other person. If a meeting is to be held to discuss the problem, we would prefer both the person making the complaint and the person to whom the complaint relates to be present at the meeting if this is possible.

In some circumstances you may prefer to contact the addresses overleaf or to take legal advice.

Patient Liaison and Advice Service
NHS Norfolk,
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norwich
NR7 0WG

Tel: 0800 587 4132 (this is a freephone
number)

E-mail: pals@norfolk-pct.nhs.uk

Fax: 01603 257299

Complaints Manager (Provider
Services)
NHS Norfolk's Provider Services
Elliot House
130 Ber Street
Norwich
Norfolk
NR1 3TZ

E-mail complaints@norfolk-pct.nhs.uk

DR ROGER GROGONO
DR IAN HUME
DR MICHELLE McCARTHY
DR SUSAN CLARKE
DR NORMAN WILDE

PARISH FIELDS PRACTICE

**THE HEALTH CENTRE, MOUNT
STREET, DISS, NORFOLK IP22 4WG**
Telephone: 01379 642023 Fax: 01379 643320

Practice Complaints Procedure