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Launceston Medical Centre

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· PL15 9HH ·

www.launcestonmedicalcentre.co.uk

TEL 01566 772131 FAX 01566 772223

PRACTICE COMPLAINTS LEAFLET

Launceston Medical Centre welcomes comments, compliments, concerns and complaints. We always aim to provide the best care we can. However, we know that sometimes things can go wrong. When this happens we believe that it is often most effective to sort problems out quickly and informally. Please talk to any member of staff if you have a problem or concern.

The **NHS Complaints Procedure** is a more formal way of resolving a concern. We want to assure people that they can make a complaint without fear of their care being affected. We believe it is important to understand why things go wrong so that we can prevent such things happening again.

There are two stages to the Complaints Procedure. The first stage is called '**Local Resolution**'. This is where we work with you to resolve your complaint. If after this, you feel your complaint to be still unresolved you can progress to the second stage by approaching the Parliamentary and Health Service Ombudsman for an '**Independent Review**'.

If you want to make a formal complaint, please contact the Complaints Manager, Susan Duke. You can do this in writing (including email), by phone or in person. The **Independent Advocacy Service (SeAp)** can help you make a complaint if you wish.

Please try to make your complaint as soon as possible. There are time limits; normally twelve months after the event you are complaining about (or became aware of the matter for complaint). However, there are exceptions to this and we will always try to help as much as we can.

If you are making a complaint on behalf of another person, we may need to ask that person's consent before investigating the complaint.

The Complaints Manager will discuss with you how you would like your complaint resolved and how long this might take. The person who investigates your complaint may need to talk to other staff and look at your medical records. They will be careful to ensure that any information about you is kept confidential. Your complaint will not be recorded in your medical notes.

We will acknowledge your complaint and how we have agreed to resolve it within 3 working days. We will keep you informed of progress; letting you know of any delays in resolving your complaint. We will usually advise you of the outcome by letter, however we are also happy to meet with you. We will let you know the outcome of the investigation and of action taken as a result. If you are unhappy with any aspect of how we have handled your complaint, we would prefer you to tell us. This means that we can discuss if there are any other ways of locally resolving your concerns.

USEFUL CONTACTS

Practice Complaints Manager
Susan Duke, Launceston Medical Centre,
Landlake Road, Launceston PL15 9HH
Tel: 01566 772131 email: susanduke@nhs.net

SeAp Advocacy Service (Information enclosed)

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP.
Tel: 0345 015 4033

NHS England Complaints Team Call Centre 0300 311 22 33



seAp is an independent charity that provides free independent and confidential advocacy services. We help you to understand your rights and the options that are available to you.

We can help resolve issues or concerns you may have about your health and wellbeing or your health and social care services.

Our aim is to ensure that:

- You are in control of decisions which are made about you.
- Your experiences, views, wishes and feelings are heard.
- You can contribute to improving the health and care services you use.

An advocate can:

- Let you know your rights
- Support you to have your voice heard
- Speak to relevant parties on your behalf
- Keep you informed

An advocate can't:

- Promise you an outcome
- Give legal advice
- Respond to emergency situations



If you would like any more information about seAp or the issues discussed in this leaflet, please contact your Advocate, our central contact number, or go to the seAp website.

This leaflet is produced in a number of languages and we can provide interpreters and a variety of communication tools if needed.

seAp Advocacy

Telephone: 0330 440 9000

Text: SEAP to 80800

Email: info@seap.org.uk

Web: www.seap.org.uk

Online referrals: spartan.seap.org.uk

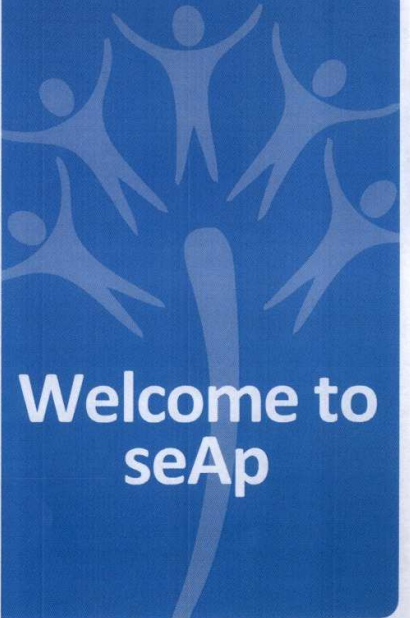
Opening hours: Monday – Friday: 9am – 5pm
Thursday: 9am – 7pm

We aim to respond to answerphone messages within 1 working day



seAp was established in 2000 and currently provides services across the South of England.

seAp Advocacy | PO Box 375 | Hastings | TN34 9HU
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Confidentiality

All your information will be held in confidence. We will only use the information you provide for the purposes for which it was given.

No information will be given to anyone else without your consent, except for the following reasons:

- If you tell us something which leads us to believe you or someone else may be at risk of serious harm or abuse, or assisting a serious criminal offence
- If there is a court order for disclosure

Consent

When you receive a service from us you will be asked to give us permission to work with you. For most of our services, you will be asked to complete and sign a consent form.

If you are referring someone else such as a family member, who does not lack mental capacity to do so, you will need to ensure you have the person's agreement to talk to us on their behalf.

Equality

Our staff will do their very best to meet your access, communication and cultural needs.

We have access to translators, interpreters and a range of communication tools and can make arrangements to meet the needs of people with disabilities.



Information

Everything we receive from others about you will be shared with you.

You have a right to see any information we hold about you and to have a copy of your records.

We will support you to have access to your records if required.

Our complaints procedure

We are committed to providing people who use and commission our services with the best possible service.

However we recognise that there may be times when that service falls short of the quality expected.

If you have had a poor experience of any of our services we would like to hear about it.

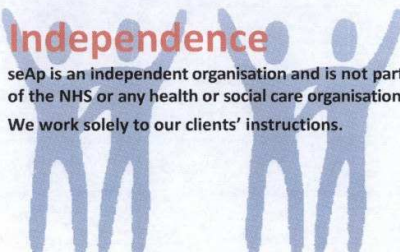
If you want to make a complaint about our service we will ensure:

1. Your complaint is thoroughly investigated.
2. You are fully supported throughout the complaints procedure.

Independence

seAp is an independent organisation and is not part of the NHS or any health or social care organisation.

We work solely to our clients' instructions.



Respect

The people we work with will always be treated with respect and we also expect to be treated with respect.

seAp understands that people who use our service may have had past experiences which have given them reason to be fearful, angry and distrustful and we will do everything we can to provide support and reassurance and resolve difficult issues.

However we also have a duty to provide a safe and comfortable working environment for staff. There may be circumstances that prevent us being able to provide a service.

Evaluation

We will sometimes ask you to give us your opinion about the service you receive.

This helps us to prove the value of our service and to ensure that we are meeting your needs.

No clients' names will be used in our reports unless we first ask permission.

Participation

If you are interested in advocacy and want to support our work there are lots of way you can get involved.

Why not volunteer?

If you are an existing or recent client we would value your participation in supporting our existing services, developing new services or governing the organisation.

