

### **If you are dissatisfied with the outcome**

You have the right to approach the Parliamentary & Health Service Ombudsman. Their contact details are:  
**The Parliamentary and Health Service Ombudsman**  
**Millbank Tower**  
**30 Millbank**  
**London**  
**SW1P 4QP**  
**Tel: 0345 0154033**  
**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**  
**<http://www.ombudsman.org.uk/make-a-complaint>**  
**(to complain online or download a paper form).**

You may also approach Healthwatch or an independent advocacy service for help or advice;

The local Healthwatch can be found at:

**<http://www.healthwatch.co.uk/>**

Healthwatch also provides free, independent and confidential support through the NHS complaints process. Contact: Healthwatch Staffordshire NHS Complaints Advocacy Service

Tel: 0800 161 5600

Email: [advocacy@ecstaffs.co.uk](mailto:advocacy@ecstaffs.co.uk)

### **Comments and Suggestions**

We always try to give the best service possible and would welcome any comments and suggestions you may have which help us to improve the services available to our patients.

A suggestion box is available in reception for you to use or alternatively please feel free to contact Deirdre Smouna, Practice manager, who will be interested to hear what you have to say.

Her e-mail is: [deirdre.smouna@nhs.net](mailto:deirdre.smouna@nhs.net)



## **THE LANGTON MEDICAL GROUP**

### **Complaints Procedure**

## Making a Complaint

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

Attached to this leaflet is a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else

### Send your written complaint to:

Deirdre Smouna, Practice Manager, The Langton Medical Group or email her: [deirdre.smouna@nhs.net](mailto:deirdre.smouna@nhs.net)

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 03003 11 22 33

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By post: NHS England, PO Box 16738, Redditch, B97 9PT

## What We Do Next

We aim to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days, and aim to resolve the matter as soon as possible but will give you some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and enable you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that, if possible, you receive one coordinated reply. We will need your consent to do this.

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

The Practice Complaints Manager is:  
Deirdre Smouna, Practice Manager.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

The attached Complaints Form, contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of such circumstances in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the permission provided.