

John Tasker House and Felsted Surgeries

56 New Street, Dunmow, Essex CM6 1BH
Telephone: 01371 872121

www.jth.org.uk
VAT Number 711670949

Braintree Road, Felsted, CM6 3DL
Telephone: 01371 820410

Dr D Tideswell, Dr T Robson, Dr Jo Ward, Dr Tania Brasse & Dr Ben Seaman
Associate GPs – Dr Jackie Stevens, Dr Thidar Myint, Dr Katy-Ellen Disley & Dr Vernetta Buffong

Complaints Procedure

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, 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 discovering that you giving as much detail as you can.

If you are a registered patient, you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with 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. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Mrs Karen Cakmak – Practice Manager

John Tasker House Surgery,

56 New Street

Dunmow, Essex

CM6 1BH

The practice Complaints Manager: Mrs Karen Cakmak – Practice Manager

Lead GP: Dr David Tideswell

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter within 10 working days. You may 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 make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

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.

Please ask at reception for the Complaints Form which 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 or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this 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.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

If you are Dissatisfied with the Outcome

You have the right to approach the

Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

PALS West Essex Clinical Commissioning Group 01992 566122

PALS Freephone 0800 78 33396

Or:

NHS England 03003112233 (local number) e-mail: england.contactus@nhs.net

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PATIENT COMPLAINT/PROBLEM FORM (COM 1)

Details of the Patient with a Complaint/Problem:

Name: _____

Address: _____

_____ Tel. No. _____

Date of Birth: _____

Name of the Person Reporting the Complaint/Problem (if different from above)

Name: _____

Address: _____

_____ Tel. No. _____

Full Details of Complaint/Problem:

(including date(s) of events and persons involved) - please attach separate sheet, if necessary

Complainant's Signature: _____ Date Reported: _____

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COMPLAINT FORM AUTHORISATION:

Where the complainant is not the patient:

I _____ authorise the complaint noted overleaf to
be made on my behalf by: _____, and I agree that the
practice may disclose to the complainant confidential information sufficient only to answer the
complaint.

Patient's Signature: _____

Date: _____

Name: _____

Address: _____

_____ Tel. No. _____