Manor Park Medical Centre (MPMC)

Manor Park Medical Centre, 2 Lerwick Drive, Slough, Berkshire, SL1 3XU

Complaints Policy

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Version Control

Audit trail for the change(s) made to this document:

Version	Date	Author	Brief Description
0.4	06/01/2025	Samreen Aslam Raja	This updated policy contains up-to-date information relating to safeguarding in terms of patients, complainants, and staff in line with the NHS complaint procedure. **Yearly review**

Distribution

Audit trail for the distribution of this document.

Version	Date	Title	Distributed To
03	06/01/2025	Samreen Aslam Raja	Dr Kesar Sadhra- Lead GP Preeti Dhanoa- Complaint officer, PPG, Staff members, published on the website for patients.

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1. Introduction

1.1. Context

This document outlines our commitment to dealing with complaints about the service provided by Manor Park Medical Centre. It also provides information about how we manage, respond to and learn from complaints made about our service, it meets the requirements of the Local Authority Social Services and National Health Service Complaints [England] Regulations (2009).

The key issues taken into consideration when formulating this policy are that a complainant needs to:

- Know how to complain.
- Feel confident that their complaint will be dealt with seriously.
- Understand that their concerns will be investigated, and they will be informed of the findings of that investigation.
- Trust that Manor Park Medical Centre will learn from complaints, feedback and praise and apply those lessons whilst also learning from and sharing best practice.

1.2. Definition of a Complaint/Concern

Definition of a complaint or concern:

A complaint or concern is an expression of dissatisfaction about an act, omission or decision of Manor Park Medical Centre, either verbal or written, and whether justified or not, which requires a response.

1.3. Scope

This policy applies to the handling of complaints or concerns relating to facilities/services provided by Manor Park Medical Centre. This would include Clinical care (GPs, nurses, pharmacists and Physician Associates) as well as non-clinical services by our non-clinical / reception/ telephony Team.

1.4. Complaints that cannot be dealt with under this policy

The following complaints will not be dealt with under this policy:

- A complaint made by an employee about any matter relating to their employment.
- A complaint which is made orally and resolved to the complainant's satisfaction no later than the next working day.
- A complaint arising out of an alleged failure to comply with a request for information under the Freedom of Information Act 2000.

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2. Who can make a Complaint

Manor Park Medical Centre endeavours to always provide a high level of care and hopes that whilst you are a patient at our surgery you will not have reason to complain. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

If you find it difficult to make a formal complaint on your own, you can ask someone else to help you or do this for you. This can be one of your family or friends.

1. A complaint may be made by the patient who is affected by the action, or it may be made by a person acting on behalf of a patient in any case where that person:
    - is a child; (an individual who has not attained the age of 18) In the case of a child, we must be satisfied that there are reasonable grounds for the complaint being made by a representative of the child, and furthermore that the representative is making the complaint in the best interests of the child.
    - has died; In the case of a person who has died, the complainant must be the personal representative of the deceased, we may request evidence to substantiate the complainant's claim to have a right to the information.

2. Has given consent to a third party acting on their behalf; In the case of a third party pursuing a complaint on behalf of the patient affected we will request the following information: - Name and address of the person making the complaint; - Name and either date of birth or address of the affected person; and - Contact details of the affected person so that we can contact them for confirmation that they consent to the third party acting on their behalf. This will be documented in the complaint file and confirmation will be issued to both the person making the complaint and the person affected.

3. Has delegated authority to act on their behalf, for example in the form of a registered Power of Attorney which must cover health affairs.
4. Carer
5. Key support worker

Please note we keep strictly to the rules of patient confidentiality. If you are not the patient but are complaining on their behalf, we must have written consent from the patient stating they agree for you to do this. We would also like to know from the patient who the response should be sent to.

3. Time Scale for Complaints

Complaints should be made within **12 months** of the incident occurring or within 12 months of the date of discovering a problem that has arisen in respect of a particular incident.

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4. How to Complain

All complaints must be addressed to Manor Park Medical Centre Complaint Officer:

A complaint can be made:

- By telephone: 01753 539 991

By email: frimleyicb.manorparkcomplaints@nhs.net

- Via online through our website; MANOR PARK MEDICAL CENTRE (manorpark-medicalcentre.co.uk)

- By post at the below address:
    - Manor Park Medical Centre
    - 2 Lerwick Drive, Slough, Berkshire, SL1 3XU
    - Slough

5. Complaints Handling

All complaints will be acknowledged no later than **three working days** after the day the complaint is received. beginning with the day on which the complaint was made or, where that is not possible, as soon as reasonably practicable.

We aim to respond fully to each complaint within **28 working days** of acknowledgement; however, some complaints may take longer to investigate. If after receiving our response if the complainant is still dissatisfied, we will ask them to attend a meeting with the one of Lead Managers and if necessary/applicable the staff member whom the complaint is about.

The complainant can expect that:

- They will be kept up to date with the progress of their complaint.
- If a case has passed the **90-working** day target (or the timescale agreed with the complainant if different), the complainant will receive an update every 10 working days thereafter the target has been surpassed. This could be by telephone, email or letter.
- They can expect to receive a quality response with assurance that action has been taken to prevent a recurrence.
- They will be informed of any learning.

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6. Referrals to the ICAS, Parliamentary and Health Service Ombudsman

If a complainant remains dissatisfied with the handling of the complaint by Manor Park Medical Centre, they can refer the matter to either.

The Independent Complaints Advocacy Services (ICAS)

Or

The Parliamentary and Health Service Ombudsman

City Gate
51 Mosley Street
Manchester
M2 3HQ

Email phso.enquiries@ombudsman.org.uk

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How you make a complaint about Primary Care services changed since July 2023

There are two ways people can make a complaint about GPs, dentists, opticians or pharmacies:

- They can complain to the healthcare provider: this is the organisation where they received the NHS service, for example, a GP practice, a dental practice, a community pharmacy or an optometry practice or
- They can complain to the commissioner of the service: this is the organisation that paid for the service or care they received.

Since 1st July 2023, if people want to make a complaint about primary care services to the commissioner, the way to do this has changed. Rather than contacting NHS England, people will contact the Complaints team via new contact details below:

Southeast Complaints Hub

NHS Frimley ICB

Aldershot Centre for Health

Hospital Hill

Aldershot

Hampshire

GU11 1AY

Phone number: 0300 561 0290

Email address: frimleyicb.southeastcomplaints@nhs.net

As each email received is so important to the team, an acknowledgement to all complaints will be sent as soon as possible.

Information governance regulations mean that the emails sent to the old email address after 1 July, cannot be automatically forwarded and the inbox will not be accessible. People will therefore receive an automatic response, asking them to resend their email to the new address.

Members of the public are still be able to make a complaint to the provider. This is NOT changing. There is also no change for people wishing to make a complaint for specialised services, health and justice, screening and immunisations and Continuing Healthcare.

7. Confidentiality

All Complaints will be handled in the strictest of confidence in accordance with the Manor Park Medical Centre's Confidentiality Policy. Care will be taken that information should only be disclosed to those who have a demonstrable need to have access to it. The designated Complaint Leads are responsible for ensuring that confidentiality is maintained.

Confidentiality will be maintained in such a way that only managers and staff who are leading the investigation know the contents of the case.

Anyone disclosing information to others who are not directly involved in this may be dealt with under disciplinary procedures.

8. Consent

There is an expectation that when capturing consent for the use and sharing of information, that the patient has made an informed decision and clearly understands the processing and potential sharing of their information.

Staff must also understand the expectations of confidentiality that the information is provided under. Information will not be disclosed to third parties unless the complainant or appropriate authorised party who has provided the information has given consent to the disclosure of that information.

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