

SOLIHULL HEALTHCARE PARTNERSHIP

COMPLAINTS LEAFLET

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 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.

To register your complaint, please use either the website link:

<https://solihullhealthcarepartnership.nhs.uk/patient-feedback-2/>

Or write to:

***Patient Experience Team
Grove Surgery
3 Grove Road, Solihull
West Midlands, B91 2AG***

nhsbsolicb.shppatientexperience.@nhs.net

You can also hand your complaint in at any of our practice surgery sites.

What We Do Next

We aim to acknowledge receipt of your complaint within 3 working days, and to provide you with a full written response within 60 working days. In some cases, 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 the 60 working days 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 wish to do so. When the investigations are complete, a final written response will be sent to you or you may receive a telephone call to discuss the resolution.

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 initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter or telephone call 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.

The Parliamentary and Health Service Ombudsman

Millbank Tower
30 Millbank
London

SW1P 4QP Tel: 0345 0154033

Website: www.ombudsman.org.uk
www.ombudsman.org.uk/make-a-complaint
(to complaint online or download a form)

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.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

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 the circumstances that 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.

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 authority provided.

Other Resources

You may also approach Solihull First Advocacy, CQC and the Independent Health Complaints Advocacy for help or advice:

For Solihull Residents:
Solihull First Advocacy can be found at:
Solihull First Advocacy
0121 706 4696

For Birmingham Residents:
The IHCA is able to be contacted at:
www.theadvocacypeople.org.uk
0330 440 9000

Care Quality Commission (CQC)
www.cqc.org.uk
03000 616161

