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**Comments, Complaints and Suggestions**

**Feedback**

TMG welcomes any feedback as it helps us improve the quality of your care. If you have any feedback, you can either; visit our website and complete an online feedback form, speak to a member of staff, or use the suggestion box provided in the waiting rooms. Many concerns can be resolved through feedback, however if you would like to make a complaint, below is the procedure for registering your concerns.

**Making a complaint**

Most issues can be resolved quickly, often at the time they arise and with the person concerned. In the first instance please discuss your complaint with the staff member concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

You can make your complaint:

**In person** – initially ask to speak to a Reception Team Leader who will explain the procedure to you and make sure that your concerns are dealt with promptly. If your complaint requires further investigation or escalation the Reception Team Leader will make a written record of the complaint and inform the Operations Manager.

**In writing** – some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the practice for the attention of the Operations Manager.

Email: bnssg.tyntesfieldmedicalgroup@nhs.net

**Practice Complaints Procedure**

Our complaints procedure is designed to ensure we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days (if non-clinical) or 4 weeks (if clinical) of the date when we received it. We shall then be in a position to offer you an explanation or a meeting.

When we look into your complaint, we shall aim to:

* Find out what happened and what went wrong
* Make it possible for you to discuss the problem with those concerned, if you would like this
* Make sure you receive an apology, where appropriate
* Identify what we can do to make sure the problem doesn’t happen again
* As soon as reasonably practicable keep the patient informed at all times, if unable to respond within the timescale.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

We hope that if you have a problem, you will use our Practice Complaints Procedure. We believe that this will give us the best chance of resolving your complaint and enables us to improve our practice. If you feel you cannot raise your complaint with us, you can contact NHS England Customer Contact:

Tel: 0900 311 22 33

Email: England.contactus@nhs.net

Post: NHS England

PO Box 16728

Redditch

B97 9PT

**Complaining on behalf of someone else**

Please be aware we adhere to the General Data Protection Regulations therefore, if you are complaining on behalf of someone else, we require their permission to do so. A note signed by the person concerned will be required (or we can provide a consent form) unless they are incapable of providing this due to illness or disability.

**Taking matters further**

If you are still not happy with the response provided, you can ask the independent Parliamentary and Health Service Ombudsman to look at your complaint.

Tel: 0345 015 4033

Website: <https://www.ombudsman.org.uk/making-complaint>

Post: Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

**Advocacy**

Some patients may find it difficult to make a complaint directly to the practice or to the NHS. If this is the case you can seek advice or get support from the following:

***Healthwatch*** is the local champion for patients and the public. They are there to listen to your feedback, and to make sure that local services know what people expect from them. They also want to hear about times when you have experienced excellent care.

Tel: 03000 683 000

<https://www.healthwatch.co.uk/>