

## **Queenstown Road Medical Practice**

### **COMPLAINTS**

If you have any complaint or concern about the service that you have received from the Doctors or Staff working for the Practice, you are entitled to ask for an explanation. We operate an informal, in-house complaints procedure to deal with complaints. This procedure does not deal with matters of legal liability or compensation. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

This procedure does not affect your right to make a formal complaint to the Health Authority if you wish to do so, nor does it affect your right to seek compensation in law.

Your complaint should be addressed to the Practice Manager, Mrs Sharon Higgins who will ensure that it is investigated thoroughly and as speedily as possible. We aim to report back to you within ten working days, although in some cases more time may be required.

Please note that the practice must ensure strict confidentiality to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

A copy of our complaints' form is enclosed. You do not have to use it if you prefer to set out your complaint in your own words. If your complaint is about our Out of Hours Service do not use this form Please contact a member of the reception staff for advice on how to proceed, in this case.

Please complete and send your complaint to Mrs Sharon Higgins as soon as possible.

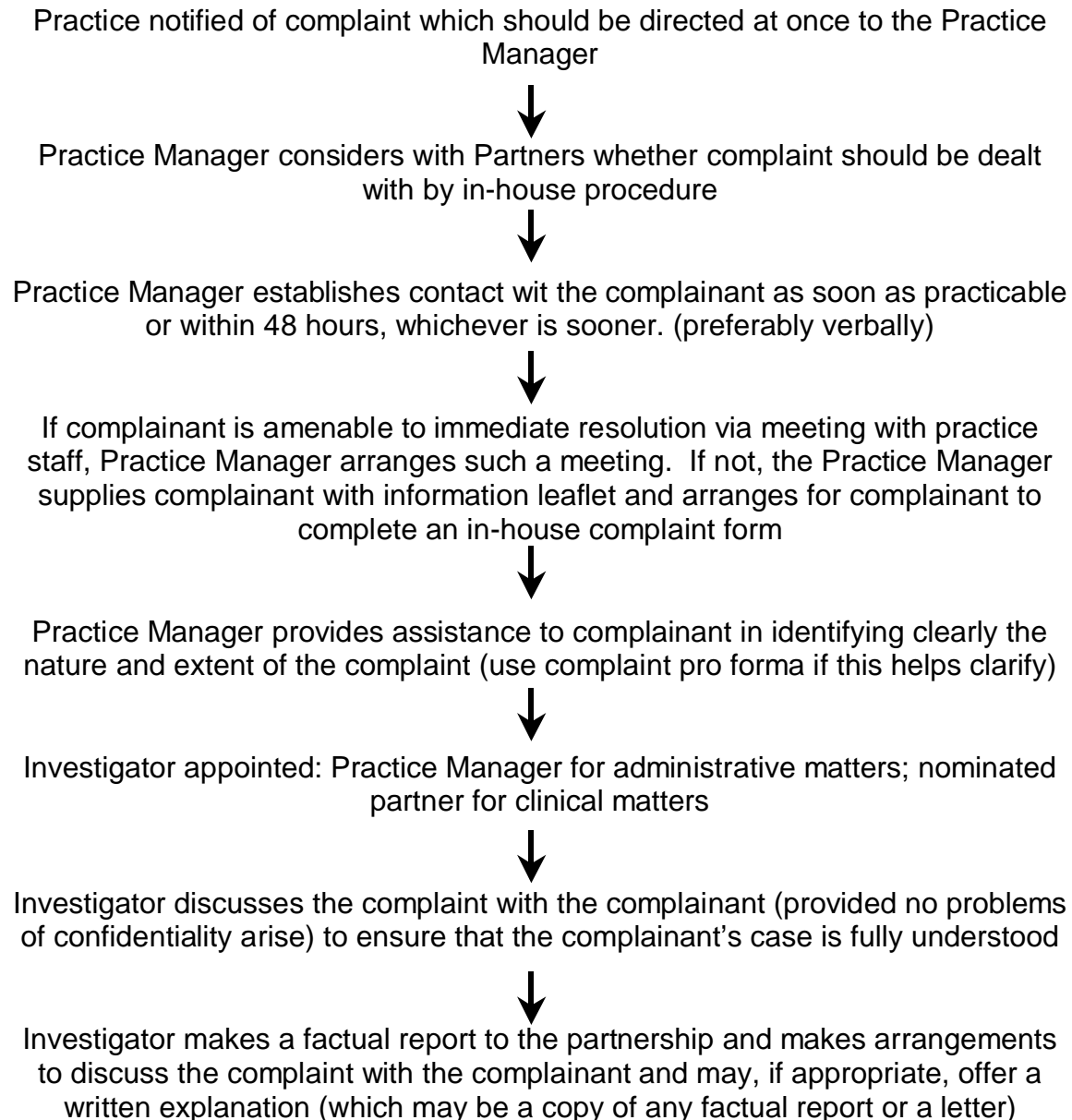
The Practice Manager will then investigate your complaint. It is likely that, as a first step you will be contacted directly to ensure that your complaint has been fully understood. An investigation, which may include interviewing the appropriate member of staff, will then take place.

At the conclusion of the investigation your complaint will be discussed with you and you will receive a letter summarising the outcome.

**Reviewed January 2005**

## Queenstown Road Medical Practice In-House Complaints Procedure

The in-house complaints procedure is designed to provide complainants with an explanation of the circumstances surrounding an adverse event. It cannot address questions of negligence or compensation. If the partnership considers the in-house procedure is not appropriate in a particular case, the Practice Manager will advise how the complaint may be pursued through other channels, for example, the Health Authority or a solicitor.



**Reviewed January 2005**

**Queenstown Road Medical Practice  
Complaint Form**

**Complainant's Details**

Name.....

Address.....

..... Tel:.....

**Patient's Details (if different from above)**

Name.....Date of Birth.....

Address.....

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**Summary of complaint (i.e. what it is that you wish to complain about?)**

**Full Details of Complaint**

Date.....Time.....Place.....

Identify member(s) of practice involved.....

Full description of events (i.e. the facts and surrounding circumstances giving rise to your complaint) – please continue on separate sheet if necessary.

Complainant's Signature.....Date.....

**Where the complainant is not the patient**

I.....hereby authorise the above complaint to be made, and I agree that members of Queenstown Road Medical Practice staff may disclose (in so far only as it is necessary to do so to answer the complaint) confidential information about me which I provided to them.

Patients signature.....Date.....