COMPLAINTS PROCEDURE

Druid Group aims to provide the best experience and highest level of care to patients.  However, it is acknowledged that from time to time things may go wrong.

To communicate complaints or concerns, we provide clear channels for patients to air views and gain a resolution and satisfaction to their complaint.

The complaints officer is the Practice Manager who may filter the complaint to another appropriate source to deal with e.g. Clinical negligence complaints will go to the Doctor concerned.

If the Practice Manager is the subject of the complaint it is referred onto the Partner who is the Governance Lead.

When dealing with a compliant the Practice may seek advice from the GMC, LMC, ACAS, BMA, MDU, CCG or various other legal bodies.

Information on how to make a complaint is available in the Practice Leaflet, on the Practice Website, or at the reception desk.  All staff are trained to direct the complaint to the appropriate channel.

1. Complaints can be made verbally to the reception staff who will forward it to the Practice Manager
2. Complaints can be made in writing or email, addressed to the Practice Manager
3. A nominated representative, carer or guardian may make a complaint on behalf of the patient with written consent from the patient.
4. A suggestion box is available in the waiting area
5. Complaints can be directly made to the CCG, NHS England or the Ombudsman.

An acknowledgement of receipt will be made to the complainant within 3 working days.

Clinical negligence complaints are forwarded to the Doctor concerned and the Governance Lead. The Practice aims to resolve complaints within 28 days of receipt but on occasions this may take longer depending on the nature of the complaint and the investigation required.  In this case the complainant will be informed of the delay and the subsequent progress of the investigation. The patient is made aware of the pathways of escalating the complaint if a satisfactory resolution is not achieved and the Practice will respond to the body that the complaint has been escalated with.