

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Email:
phso.enquires@ombudsman.org.uk
Website: www.ombudsman.org.uk

You may also approach the NHS complaints Advocacy Service for help or advice;
The address for the relevant local service is:
Total Voice Northamptonshire
VoiceAbility
Doddidge Centre
109 St James Road
Northampton NN5 5LD
Telephone: 02033 558846
E-mail: tvn@voiceability.uk



**Langham Place Surgery
11 Langham Place
Northampton
NN2 6AA**

www.langhamplacesurgery.co.uk

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Complaints Procedure

The practice Complaints Manager is:
Joanne England

Making a Complaint

If you have a complaint or concern about the service you have received from the doctors or any of the staff working at Langham Place Surgery, please let us know. We operate a practice complaint procedure as part of an NHS complaints system that meets national criteria.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, as this helps us to establish what happened more easily. This should be within 12 months of the incident, or within 12 months of you discovering that you have a problem giving as much detail as you can.

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.

If you are unable to discuss your complaint directly with the Practice you can ask NHS England to look into your concerns. The contact details are:

Telephone: 0300 311 22 33

Email: nhscommissioningboard@hscic.gov.uk

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

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, we will require written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which 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.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party and this depends on the wording of the authority provided.

Send your written complaint to:

Joanne England
Practice Manager
Langham Place Surgery
11 Langham Place
Northampton, NN2 6AA.

What happens next?

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. We endeavour to keep you informed as the investigation progresses. We will provide a written response as soon as is reasonably practicable.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this.

When the investigations are complete your complaint will be determined and a final response sent to you.

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

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.