

### What you can do next

We hope that you will use our Practice complaints procedure, if you have any concerns or complaints. We believe that this will give us the opportunity to investigate what has gone wrong, and give us the opportunity to improve our procedure.

However, this does not affect your right to approach the integrated Care Board (ICB) Time2Talk team.

You can contact the team by:

- Telephone: 0300 0120 281 option 1
- Email: [bcicb.time2talk@nhs.net](mailto:bcicb.time2talk@nhs.net)
- Post:  
Time2talk  
NHS Black Country Integrated Care Board (ICB)  
Civic Centre, St Peter's Square, Wolverhampton  
WV1 1SH

Operational Hours: Monday – Friday (excluding bank holidays)  
9:00am – 5:00pm

For further information, please visit the Time2Talk website:  
<https://blackcountry.icb.nhs.uk/have-your-say/time-2-talk>

### Unhappy with the outcome of your complaint?

If you are unhappy with the way your complaint has been dealt with, and feel you would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO). They make final decisions on unresolved complaints about the NHS in England. It is an independent service, which is free for everyone to use.

To take your complaint to the Ombudsman, you can visit the Parliamentary and Health Service Ombudsman website: [www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint), or call 0345 015 4033. Monday to Thursday from 8.30am to 5.00pm and Friday from 8.30am to 12pm (except bank holidays).

Calls are charged at local or national rates.

You can also email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

# ST MARY'S SURGERY

PINFOLD HEALTH CENTRE  
FIELD ROAD  
BLOXWICH  
WALSALL  
WS3 3JP

TEL – 01922 775151, FAX - 01922 775160

### DOCTORS

DR.D.PANAGAMUWA (MBChB, MRCGP) DR.M.P.WIJETUNGE  
(MBBS,MRCGP,DFSRH, DRCOG)

## Comments, complaints and suggestions patient leaflet

**We aim to provide a high level of care to our patients, if you have any comments, concerns or complaints about our service, this leaflet will advise you of our procedure.**

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To be print duplex – flip on short edge

## **Making a complaint**

If you have any complaints or concerns about the service that you have received from St Mary's Surgery, please let us know as soon as possible.

We hope that most problems/concerns can be resolved easily and quickly. Initially you can speak to our Practice Manager, or our Assistant Practice Manager. If they are unavailable when you contact the Surgery, they will get back to you as soon as possible

We do advise that you inform us as soon as possible; where this is not possible, please let us have details of your complaint:

Within 12 months of the incident that caused the problem; or  
Within 12 months of discovering that you have a problem, this time limit can sometimes be extended providing it is still possible to investigate your complaint.

The Practice Manager will be pleased to deal with any complaint, and explain the procedure to you and ensure your concerns are dealt with promptly.

### **You can make your complaint:**

- **In person**
- **Verbally (via telephone)**
- **In writing**

When making a written complaint, please give as much information as possible. You can forward your complaint to the practice for the attention of the Practice Manager. If you are unable to make your complaint in writing, a meeting can be arranged with our Practice manager who will compile a detailed report of the events that occurred.

## **What we will do**

Our complaints procedure is designed to ensure we resolve patient concerns and complaints as quickly as possible.

We will acknowledge your complaint within 3 working days. We aim to investigate your complaint, and report the findings back to you as soon as possible. Some investigations can take a considerable amount of time; we will keep you updated throughout the process, and advise you of any reasons for delays in our response.

We will then be in a position to offer you an explanation, or a meeting with the people involved.

### **When we look into your complaint, we will 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 to do this
- Identify what we can do to make sure the problem does not happen again.

### **We will agree with you a complaint plan, which will include:**

- Details of all parties and their preferred contact method
- The concerns that require addressing
- The patient's anticipated outcomes
- How the matter will be investigated (proportionate to risk)
- The timescale for the investigation and any progress reports to be provided to the complainant.
- The patient's preferred response method
- What support has been suggested for the complainant
- How the practice will provide any action taken as a result of a complaint, and any improvement measures implemented.

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

### **Complaining on behalf of someone else**

You can complain about something that has happened to you or about another person's treatment if they are a child or where a patient has died.

The practice adheres to strict patient confidentiality. Therefore, if your complaint is on behalf of someone else, we will need to have their written permission to do so. Unless they are incapable of providing this.