

Swan Medical Group Complaints Procedure - Flow chart for Patients

If you would like to make a complaint, then please do so within 12 months of the issue coming to light. If the complaint is older, or is a vexatious complaint then investigation is at the Practice' discretion

Independent advice is available to you at any stage in the complaints process from www.healthwatch.co.uk or your Local Council

Can you raise your complaint at the surgery?

Yes

You can complain directly to the Operations Manager by telephone, in writing or in person

You will be asked to fill in a Complaint Form and complete a Third Party Consent where applicable. Should you require assistance, our team are available to transcribe your verbal complaint.

No

You can complain to the NHS England Comissioner of Services on england.contactus@nhs.net

You will be asked by NHS England for consent to inform the Surgery

No consent - NHS England will inform you that the complaint cannot be pursued

Yes

NHS England decide to handle the complaint themselves

NHS England decide to pass the complaint to the Practice

NHS England will record your complaint, accepting written or transcribing the verbal complaint

NHS England will acknowledge the complaint within 3 days and offer a discussion

NHS England will Discuss and identify your preferred outcomes. They will offer an assessment of how realistic this is then agree an action plan and timescale, including target resolution date, and respond in writing to you with all the terms you have agreed

NHS England will decide whether the complaint can be investigated and resolved within the timeframe agreed

No

An update on progress is to be sent to you by your preferred means every 10 working days after the target date. Can the complaint now be resolved?

Yes

A final response including learning points will be sent to you

The Operations Manager will feedback the result of the complaint procedure to NHS England if it originated from them and the Practice is handling it

Close the case

Can the complaint be resolved within 24 hrs to your satisfaction?

Yes

The Operations Manager shall inform you that there will be no investigation

No

The Operations Manager shall acknowledge the complaint within 3 days and offer a discussion

The Operations Manager shall discuss and identify your preferred outcomes. They will offer an assessment of how realistic this is and then agree an action plan and timescale, include target resolution date, and respond in writing to you with all terms you have agreed

If the complaint cannot be investigated and resolved within the timeframe agreed, regular updates on progress shall be sent to you by your preferred means, until resolved

A final response including learning points will be sent to you

The Operations Manager shall establish whether you are satisfied with the response

Yes

No

You may refer your complaint to the Parliamentary Health Service Ombudsman