

Quayside Medical Practice
82-84 Strand Road
Derry
BT48 7NN
Tel 028 71262790

Complaints Procedure

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. This may be the approach you try first. You can raise a concern with us in person, by telephone, or in writing.

Making a complaint will not affect your future care or your relationship with the Practice. Every complaint we receive is reviewed by our GP Partner team. We use your feedback to help improve our services and prevent any further incidents.

We operate a two-stage process for dealing with your concern.

Stage 1: Frontline response

Simple grievances which we will try to resolve quickly. If we cannot address immediately, we aim to provide you with an answer to your concern within **5 working days**. If we cannot resolve it quickly, or if it is a complex issue, we will move your complaint to stage 2.

Stage 2: Investigation

For more serious or complex concerns, we will carry out a

formal investigation. We will acknowledge receipt of your complaint within **3 working days**. We aim to provide you with a detailed written response within **20 working days**. If we require more than 20 working days, we will keep you updated on our progress.

Formal complaints should preferably be raised **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. In any event, this should be within:

- **6 months** of the event occurring, OR
- **6 months** of you becoming aware that you have cause for complaint (provided this is no more than 12 months after the event itself)

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.

We are able to provide you with a separate complaints form to register your complaint. 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.

Send your written complaint to:

Practice Manager
Quayside Medical Practice
82-84 Strand Road
Derry
BT48 7NN

What We Do Next

Depending on what stage your grievance/complaint is in our 2-stage complaint process, we will process as quickly as

possible within the time-lines previous outlined.

We look to settle simple grievances as soon as possible within 5 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. If the matter is likely to take longer than this we will let you know.

When looking into a complaint we attempt to:

- see what happened and why
- see if there is something we can learn from this
- make sure you receive an apology, where appropriate.

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

Where a complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so you receive a co-ordinated reply. We may need your consent to do this. Where your complaint has been initially sent to an incorrect organisation, we may seek your consent to pass it to the correct person to be dealt with.

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

Complaining on Behalf of Someone Else

We adhere to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the 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 directly with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

If you are dissatisfied with the outcome

You have the right to approach the Northern Ireland Commissioner for Complaints (Ombudsman).

The contact details are:

NIPSO (Northern Ireland Public Services Ombudsman)
Progressive House
33 Wellington Place,
Belfast,
BT1 6HN
Email : nipso@nipso.org.uk
Tele : 02890 233821

You may also:

Choose to complain directly to the Complaints Manager at SPPG (Strategic Planning & Performance Group)
Email : complaints.sppg@hscni.net
Tele : 028 9536 3893

They may, with the consent of all parties concerned, take on the role of 'honest broker' during the complaints process.

The Practice Complaints Manager is:

Mrs P Duffy – Practice Manager
Dr L Foy – Lead Partner