

DEAR PATIENT

LISTENING TO OUR PATIENTS

Here at Market Harborough & Bosworth Partnership we seek to provide our patients with the best possible care. If you think we have done something well or if you have any concerns, comments or suggestions we would like to hear from you to enable us to continually assess and improve our services.

COMPLIMENTS & COMMENTS

If we have done something well or if you have any comments to make please let us know; you can use the reply slip on this form. This will help us to ensure that the points that you have raised are assessed and wherever appropriate are embedded in our practices for the benefit of all our patients

MAKING A COMPLAINT

If you have a complaint please do not be afraid to raise your concerns with us. We welcome feedback and wish to assure you that the healthcare you receive from us will not be adversely affected if you have complained.

Confidentiality will be respected at all times and the patient's consent will be sought where the complaint is raised on the patient's behalf by another person

HOW TO RAISE INFORMAL COMPLAINTS:

If you wish to make an informal complaint (a verbal complaint) please speak to either:

Mrs Karen Partyka (Practice Managers) for general issues

Mrs Patsy Tracey (Reception Manager) for appointments and reception matters.

Mrs Sam Page (Minor Injuries Unit Manager) for matters regarding the Minor Injuries Unit.

They will do all that they can to respond to the issues raised and to resolve your concerns.

HOW TO RAISE A FORMAL COMPLAINT:

Formal complaints, including complaints about the practices of both doctors and nurses, should be put in writing and addressed to Mrs Karen Partyka (Complaints Manager). However, if you would like to have an initial discussion please contact her in the first instance by telephone. If you write the Complaints Manager will acknowledge your complaint and make contact with you within three days to discuss the way forward. This will include agreement on a suitable timescale for the investigation of your concerns.

You can also complain to:
Leicester, Leicestershire & Rutland Integrated Care Board (ICB)
Room G30, Lloyd Building
County Hall, Glenfield
Leicestershire
LE3 8TB

By email to: llricb-llr.enquiries@nhs.net

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0116 295 7572

The Complaints Manager will undertake a thorough investigation of events and seek to address all aspects of your concerns. Advice will be taken where appropriate, and where

beneficial will arrange meetings with you to ensure a satisfactory and beneficial outcome.

Where appropriate the Practice will invite and co-operate with agencies such as NHS England, Healthcare Resolutions or the Independent Complaints and Advocacy Service (ICAS) in order to achieve a local resolution.

Every effort will be made to keep the complainant informed of progress and for a final response to be sent to the complainant within the agreed timescale.

The Complaints Manager will keep a record of all complaints received together with details of timescales and outcomes. The information will help contribute to the identification of staff training needs and service improvements and will form The Practices' Annual Report on Complaints.

If you remain unhappy with the response received from the practice you may contact the Parliamentary And Health Service Ombudsman, Tel: 0345 015 4033 (www.ombudsman.org.uk).

If you require assistance in making a complaint the following agencies offer information and advice: **Patient Information & Liaison Service (PILS):** Tel: 08081 788 337 E-mail: pils@uhl-tr.nhs.uk. **POhWER:** Tel: 0300 200 084 email pohwer@pohwer.net website at www.pohwer.net **NHS Complaints Advocacy Service:** Tel: 0300 330 5454, website: www.nhscomplaintsadvocacy.org

PERSONAL DETAILS

Name

Address

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Tel.....

Date:

Response Required: Yes No
Please Circle who you are complaining about

Market Harborough Medical Centre
Husbands Bosworth Medical Centre
Minor Injuries Unit (at St Luke's Treatment Centre)

Staff Mention

Are there any staff that deserve a special mention?

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YOUR COMMENTS

(Please use additional paper if required).

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MARKET HARBOROUGH
& BOSWORTH PARTNERSHIP

Market Harborough & Bosworth Partnership

Help us to improve our service

A brief guide on how to raise any issues which you may wish to raise whether they be

Compliments, Comments or Complaints

Patients who wish to make a complaint but require an interpreter or sign language interpreter should contact a member of staff for assistance

(These services are free and are usually available with 48 hours' notice). Reviewed Oct 2

