

Hilltops Medical Centre

**Kensington Drive
Great Holm
Milton Keynes
MK8 9HN**

**Phone: 01908 568446
Fax: 01908 265028**

**Complaints
leaflet**



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01908 568446

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint: within 12 months of the incident that caused the problem;

The Deputy Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Claire Robinson, Deputy Practice Manager

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice as soon as possible.

Over the Telephone – Please ring on the Normal Surgery Number 01908-568446 and ask to speak to the Deputy Practice Manager.

Website - You can download a complaints form from the website and either e-mail, post it or drop it in by hand

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you feel unable to discuss your complaint directly with your provider you can ask NHS ENGLAND to look into your concerns.

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

When we have received the complaint we will contact you to offer you the opportunity to discuss the complaint, over the telephone or face to face, to discuss desired

outcomes and to negotiate a time scale in which you can expect a response (this can be up to 6 months)

When we look into your complaint, we shall 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 this
- Make sure you receive an apology, where appropriate
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation we will write to you with our investigations, we will then contact you to discuss the outcome and give you the opportunity to say whether you are happy or not.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

You may be aware that as of 1 April 2013 changes were made to the complaints process. You can choose who you make a complaint to. You can either complain directly to the NHS service provider the

hospital or community services) or ask the organisation in charge of the local NHS to investigate any concerns on your behalf. Contact Details:

NHS ENGLAND Telephone 0300 311 22 33

EMAIL nhscommissioningboard@hscic.gov.uk

Postal Address

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

The team is also available for advice support and guidance about local health services.

If you are unhappy with the local resolution of your complaint, you are able to take this up with the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government.

Contact details:

In writing to Millbank Tower, Millbank, London SW1P 4QP, by telephone 03459154033 (local rate service), by e-mail phso.enquiries@ombudsman.co.uk (0830 to 1730 Mon-Fri).

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.