



## Castle Medical Group

# Complaints Procedure and Information

As a practice we work hard to offer a high standard of service to our patients. We appreciate there are times when you may feel that this has not been the case and wish to raise this as a complaint with us. We would suggest that in the first instance you try to resolve your complaint with the member of staff you are dealing with at the time, however, if this is not possible, please see below:

### Who can make a complaint?



- *A patient.*
  - *Someone on behalf of the patient (with their consent).*
  - *A former patient.*
  - *Someone who is receiving or has received treatment at the practice.*
- (a) *Where the patient is a child:*
- *By either parent, or in absence of both parents, the guardian or other adult who has care of the child.*
  - *By a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989.*
  - *By a person duly authorised by a voluntary organization by which the child is being accommodated.*
- (b) *Where the patient is incapable of making a complaint, by a relative or other adult who has an interest in their welfare.*

### How can I make a complaint?



Contact the practice:



01530 414131



castlemedicalgroup.noreply@nhs.net  
or  
www.castlemedicalgroup.co.uk



Ascebi House  
118 Burton Road  
Ashby de la Zouch  
LE65 2LP

## Who should I address my complaint to?

**i** Please address complaints to the **Complaints Manager / Coordinator**.

## Who reviews and leads on complaints in the practice?

**i** **Dr John Addison** – Lead GP Partner

**Jennie Caukwell, Business Manager** – Complaints Manager

**James Broadway, Assistant Practice Manager** – Complaints Coordinator

**Debbie Johnson** – Patient Services Advisor Lead

**Nicola Wildsmith** – Patient Services Advisor Lead

**Grace Robinson** – Patient Services Advisor Deputy Lead

**Gemma Ward** – Patient Services Advisor Deputy Lead

## What timeframe should I expect a response?

**i** When we receive your written complaint, we aim to acknowledge your complaint within **3 working days**.

*All complaints will be investigated thoroughly. Our aim is to resolve and respond to your complaint within **20 working days**.*

*If your complaint involves more than one organisation, the Complaints Manager will liaise with their counterpart to agree responsibilities and ensure that one coordinated comprehensive response is sent to you, however if your complaint solely relates to a service provided by another healthcare organisation, please note that unfortunately we will not be able to respond and will have to direct you to the relevant organisation's complaints team.*

*Where we are not able to provide you with a response within the 20 working days, we will contact you with an update on when we will be able to fully complete our investigation and respond to you.*

## I don't want to deal with the Practice

**i** Under the NHS England Complaints Policy v3 (Updated November 2021), patients have the choice to complain directly to the Practice or the local Integrated Care Board (ICB).

*If you wish to complain to the ICB, rather than engage with the Practice, please contact:*

### **Leicester, Leicestershire, and Rutland ICB**

- *NHS Leicester, Leicestershire and Rutland Integrated Care Board, Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB*
- *0116 295 7572*
- *llricb-llr.enquiries@nhs.net*

## **I'm still not satisfied**

**i** *If you feel your complaint has not been fully resolved, you can contact the **Parliamentary and Health Service Ombudsman (PHSO)**:*

- *Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP*
- *0345 015 4033*
- *phso.enquiries@ombudsman.org.uk*

## **Confidentiality**

**i** *All complaints will be treated in the strictest confidence.*

*Where the investigation of the complaint requires consideration of the patient's medical records, the Complaints Coordinator / Manager will inform the patient or person acting on their behalf if the investigation will involve disclosure of information contained in those records to a person other than the Practice or an employee of the Practice.*