

Practice Manager

Ann-Marie Pryce
1 Manor House Lane
South Yardley
Birmingham
B26 1PE
Tel 0121 743 2273
Fax 0121 743 2279

If your complaint is against the practice, but you don't want to deal with us directly you can contact,

Complaints Dept,
Birmingham, Solihull & Black Country Area Team,
NHS England,
St Chads Court,
213 Hagley Road,
Edgbaston,
Birmingham,
B16 9RG
england.contactus@nhs.net Telephone: 0300 311 2233

If you remain dissatisfied

You have the right to approach the
Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

**Manor House Lane
&
Marston Green
Surgeries**

Problems & Complaints



Problems/Additional help

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this is ideally the first approach you might try.

If you have a suggestion, request, need help resolving a problem or think that the service you are receiving from us or another health provider, is below what you would expect please contact our Practice Manager as soon as possible. She will investigate and ensure necessary action is taken promptly. Where you are not able to resolve your complaint in this way or believe the matter to be more serious, you may wish to make a formal complaint.

Making a Formal Complaint

You should contact the Practice Manager, preferably **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 12 months of the incident, or within 12 months of you discovering it. It is important that you give as much detail as you can.

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. See the separate section in this leaflet.

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

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 28 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, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

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

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

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

Complaining on Behalf of Someone Else

We keep 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 direct with the patient, or copy to them.

[See Over for Contact details](#)