

Definition of a Complaint

“An Expression of Dissatisfaction that Requires a Response”

Practice Complaints Policy

We welcome all feedback, both what has gone well, but we are keen to understand where you feel we can improve.

If you have a complaint or are concerned about the care, treatment or manner in which these or any other services have been delivered by Doctors or staff within the Medical Centre, please let us know. The views of our patients can provide a valuable source of learning for the Practice as we strive to improve all areas of our service. Our Complaints Procedure meets the criteria specified by Department of Health, Social Services and Public Safety. It does not cover services provided under a private arrangement between the Practice and a patient (e.g. Travel Vaccines non-NHS)

How to complain — The Process

Our aim is to resolve any problems quickly on a one to one basis. Normally this is handled by our Practice Manager and Pharmacist, Mr. Alan Erwin who is responsible for complaints and patients views, and the recording of all complaints; including those of a clinical nature. His contact details are:

Mr. Alan Erwin (Practice Manager and Pharmacist); 15a Donegall Road, Belfast, BT12 5JJ or by email at practicemanager.z00145@gp.hscni.net. You may

complain in writing; email, via telephone or face-to-face. Please try to provide details of how to contact you; who or what you are complaining about; where and when the event that caused your complaint happened.

Complaints should be made immediately or as soon as possible after the event. However, under new guidance we can consider complaints made within 6 months of the date of discovering the problem. This should normally be within 12 months of the incident happening.

All complaints are dealt with and recorded by our Practice Manager. However, you may complain to staff or Doctor who will listen sympathetically, take details and refer to the Practice Manager for recording and onward reporting to Health & Social Care Board.

The Complaints Procedure is to assist patients if they encounter a problem. We believe this to be the best way to put right whatever has gone wrong and provide an opportunity to improve our Practice.

Complaining on behalf of someone else

We adhere strictly to the principles of Data Protection and confidentiality. If you are complaining on behalf of someone else, we must ensure you have their permission. A note signed by the person concerned, and witnessed by the patient, will be required.

There will be situations where it is not possible to obtain consent, such as:

- Where the individual is a child and not of sufficient age or understanding to make a complaint on their own behalf
- Where the individual is incapable (mental illness, brain injury or serious communication problems)
- Where the subject of the complaint is deceased.

What you can expect.

- We will acknowledge your complaint within 3 working days and instigate an investigation as soon as possible.
- Upon completion of the investigation we will write to you informing you of the outcome of the investigation and any action taken to correct either to policy or procedures.
- You may be invited to attend a meeting at the surgery to discuss the matter in more detail.
- If you are not satisfied with the outcome you may take the matter further.

Although complaints are dealt with confidentially, under the HSC Complaints Procedure all GP Practices are required to forward anonymised copies of all written complaints and their respective responses to SPPG for monitoring purposes.

Further help

If you feel you cannot raise your complaint with us, or if you are dissatisfied with the result of our investigation, you can approach the Northern Ireland Public Services Ombudsman (NIPSO), or the Strategic Planning and Performance Group (a body of the Department of Health); addresses can be found here. Please note if contacting NIPSO, the complainant must contact NIPSO within six months of receiving the practice's final response. You may also contact the Patient and Client Council, an independent non-departmental public body, for assistance.

Northern Ireland Public Services Ombudsman

Progressive House
33 Wellington Place
Belfast
BT1 6HN

Freepost NIPSO

Telephone: 028 9023 3821
Freephone: 0800 34 34 24
Email: nipso@nipso.org.uk

Strategic Planning and Performance Group

Complaints Office
SPPG, 12-22 Linenhall Street BELFAST
BT2 2BS

Tel: 028 9536 3893
Email: complaints.sppg@hscni.net
<https://online.hscni.net/contact-us/fps-complaints/>

Patient and Client Council

Freepost Patient and Client Council Belfast

Freephone: 0800 917 0222

<http://www.patientclientcouncil.hscni.net/>



Kensington Group Practice

DONEGALL ROAD AND FINAGHY
Medical Centre

Complaints Procedure

15A Donegall Road,
BELFAST
BT12 5JJ
TEL: 028 90325679
FAX: 028 90244267

Finaghy Health Centre
13-23 Finaghy Road South
BELFAST BT10 0BX
TEL, 028 90325679

www.kensingtonmedicalcentre.co.uk