

Definition of a Complaint

“An expression of dissatisfaction by one or more members of the public about an organisation’s action or lack of action, or about the standard of service provided by or on behalf of an organisation.”

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, via our website form, 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, but 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, or in his absence, a GP partner. 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.

Stage 1 – Early Resolution

We aim to resolve most complaints quickly, within 5 working days if possible. This may involve speaking with you directly to resolve the issue.

Stage 2 – Investigation

If your complaint requires formal investigation, we will:

- Acknowledge your complaint within 3 working days
- Carry out a full investigation
- Provide a full written response within 20 working days

If we cannot respond within this timeframe, we will explain why and tell you when you can expect our response.

Complaints made by GPs and/or Medical Centre Staff about Patients.

In rare circumstances, the Practice may need to raise concerns about patient conduct where this affects staff safety, other patients, or the safe and effective running of the practice. If you are the subject of such a concern, we hope, that any concern or misunderstanding can be resolved by discussion with the Practice Manager or GP.

Complaints about Patients can be:

- abuse (verbal or physical) of GPs or Staff or other Patients, and coercive behaviour;
 - abuse of prescribing;
 - theft or fraud;
 - failure to keep appointments;
 - refusal of patients to abide by Practice procedures in obtaining treatment/care;
 - Damage to Surgery premises including graffiti and inappropriate use of toilet areas;
- This list is neither exhaustive nor prohibitive, but we will seek to resolve concerns fairly and respectfully.

Further help

Support with your complaint

If you need help making a complaint, or require this leaflet in another format or language, please contact us. You may also contact the Patient and Client Council for independent support.

Freephone: 0800 917 0222

Website: www.patientclientcouncil.hscni.net

If you remain dissatisfied

If you are not satisfied with our response, you can contact the Ombudsman.

Northern Ireland Public Services Ombudsman

Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk

Website: www.nipso.org.uk

Address: Progressive House, 33 Wellington Place, Belfast, BT1 6HN

The Ombudsman is independent and provides a free and impartial service.

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/>

SPPG can act as an “honest broker” in terms of helping resolve complaints.

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Kensington Group Practice

DONEGALL ROAD AND FINAGHY

Medical Centre

Complaints Procedure

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



www.kensingtonmedicalcentre.co.uk