

THE MEDICAL PRACTICE AT 48 WIMPOLE STREET

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COMPLAINTS PROCEDURE

A complaint is defined as a grievance raised by a patient relating to the quality of care, professional competence, administrative or support services provided – this can be clinical or non-clinical.

Step 1:

The practice will endeavour to resolve any issues as soon as they arise. All staff will listen to any complaints and do everything within reason to satisfy the patient at the time of the complaint. If the promise of action and an apology is not satisfactory, the practice will provide contact details of the practice manager who will investigate the problem. Patients should submit a complaint within 28 days for a non-clinical incident and within 6 months for a clinical complaint. We will acknowledge the complaint within 10 days. Any subsequent meetings will be set up at mutually convenient times and the outcome of any discussions recorded. Any complaints seeking compensation would hopefully be settled at this stage. All records of complaints will be stored and subject to regular audit but will take into account patient confidentiality.

Step 2:

If the complaint has not been dealt with sufficiently in step 1 then external conciliation will be offered utilising the facilities available through membership of the Independent Doctors Forum. The patient and the practice will submit a statement about the complaint (any medical statement will be vetted by the appropriate medical indemnity organisation) which will be forwarded onto the Conciliator. The Conciliator will then arrange a mutually convenient time for the patient and the practice to meet where both sides of the argument can be presented. If needed subsequent discussions would be held for the Conciliator to present their ideas for resolving the issue. The Conciliator will send a report to the patient and the practice as well as to the IDF which will summarise the material facts, the grounds of differences between the patient and the practice, whether the complaint has been substantiated, upheld or rejected, and proposals for resolving the complaint including remedial action.

Step 3:

The decision to use alternative dispute resolution techniques is made by the medical indemnifiers and this step would involve professional mediators and may vary. The object being to agree to a set of proposals producing a formal and binding agreement.

This practice is assessed by the National Care Standards Commission with whom complaints may be registered by writing to CHAI, Finsbury Tower, 103 – 105 Bunhill Row, London EC1Y 8TG