

# FYLDE PRIVATE GP

## COMPLIMENTS, SUGGESTIONS AND COMPLAINTS PROCEDURE

The care and treatment delivered by Fylde Private GP is done so with due diligence and in accordance with current guidelines. However, we have in place, a comprehensive and effective system for compliments, suggestions and complaints, and other feedback that informs Patients of ways in which their views can be heard, how procedures work and why all feedback is important for Fylde Private GP to ensure high quality of care and an excellent Patient experience.

We will ensure that all compliments, suggestions and complaints are promptly addressed, resolved and communicated within the agreed timescales so that lessons can be learnt and shared with the team to help us improve our service quality and delivery.

Fylde Private GP will reflect on compliments, suggestions, complaints and other feedback received formally and informally depending on the content. A record of all compliments, suggestions and other feedback will be maintained, together with the register of complaints. This will be reviewed on a regular basis at Practice meetings in addition to regular and annual complaints reviews.

We encourage that any complaints should be made as soon as possible and normally be made within six months. Fylde Private GP may be willing to investigate complaints after this time, but only where there is a realistic opportunity of conducting a fair and effective investigation. The complainant is to have a good reason why the complaint was not acted upon sooner.

Compliments, suggestions and complaints can be made either verbally or written and will be handled by our Practice Manager in the first instance.

## COMPLIMENTS

Receiving compliments via any Practice feedback or ad hoc voluntary method is an opportunity to celebrate and recognise success. Fylde Private GP will ensure that all compliments are shared with members of the Practice Team formally or informally. These can be made direct to the practice staff concerned, to our Practice Manager, through our comments box at reception, via email or in writing.



## SUGGESTIONS

Suggestions can be made verbally or in writing using all the feedback and communication channels at Fylde Private GP listed above.

Suggestions are not complaints. However, they will be recorded, reviewed and actioned to prevent any risk of a future complaint in relation to the suggestion made. Suggestions will be managed in the same way as other feedback and informal complaints and included in Practice reports.

## VERBAL COMPLAINTS

When a complaint is received by a staff member, they will endeavour to resolve the issue immediately. We aim to resolve verbal complaints to the complainant's satisfaction within 24 hours, in order to avoid a formal complaints process and, as it can be difficult to separate a complaint from a concern, this policy will be followed whenever dissatisfaction is clearly expressed.

Our staff will explain the complaints process and give the complainant a copy of the compliments, suggestions and complaints leaflet.

## WRITTEN/FORMAL COMPLAINTS

If a verbal complaint is not resolved satisfactorily within 24 hours then the complainant has the option to make a formal complaint which will be directed to the Practice Manager for a first stage review. We will acknowledge all formal complaints and offer a discussion to fully detail the complaint and explain the handling of the complaint with the complainant within 3 working days of receiving it. We will then reply in full as promptly as we can - usually within 20 working days. If a response is delayed, we will keep the complainant informed. Following the full complaints investigation, the person conducting the complaint review is expected to send a full, written response on the outcome of the review within twenty working days. Where the investigation is still in progress, we will keep the complainant informed and explain the reasons for the delay.

If any complaints are not satisfactorily resolved at the first stage of this process, they will be escalated to the Managing Director for a second stage review.

Any complaint is investigated with the utmost confidence and all associated documentation will be held separately from the complainant's medical records. Complaint confidentiality will be maintained, ensuring only managers and staff who are involved in the investigation know the particulars of the complaint.

If, after stages one and two, of the complaint review process have been completed and we feel that we have exhausted our internal complaints procedure, as a final resort, there is the option to ask Fylde Private GP to take the complaint to the Centre for Effective Dispute Resolution (CEDR) for an independent review. This review will need to be completed within six months of receiving the final response and if it is longer than six months you may not be able to access the adjudication service.

Alternative dispute resolution (ADR) is a way of resolving disputes informally and confidentially without needing to escalate matters to the courts. CEDR must complete cases within 90 days of accepting them.

In the unlikely incidence that there is a persistent and unreasonable complainant at Fylde Private GP, then the patient will be asked to consider asking another private provider to support their needs. This would also apply to the termination of membership.

You can contact us by the methods below:  
Phone: 01253 207568

Email: [info@fyldeprivategp.com](mailto:info@fyldeprivategp.com)  
Website: [www.fyldeprivategp.com](http://www.fyldeprivategp.com)

In writing: 26 St Annes Road West, Lytham St Annes, Lancashire, FY8 1RF