

Complaints Procedure

Making a Complaint

Whilst we make every effort to ensure you have a good experience of our services, we acknowledge that on occasion we may not get everything right.

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

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so preferably in writing as soon as possible after the event. Please give as much detail as possible as this will help us establish what happened more easily. In any event this should be:

- Within 12 months of the incident,
- Or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care. You cannot normally complain about someone else's treatment without their written authority. Please see the separate section in this document for what to do in this case.

Send your written complaint in the first instance to rosie@seafieldmedical.com via email, or via post to:

Rosie Green, Managing Partner
Seafield Medical
207 Seafield Road
Bournemouth
BH6 5LL

Please note: should your complaint be about Rosie Green, you can address your complaint to Dr Jonathan Snell, Clinical Partner at the same postal address.

What We Do Next

We aim to settle complaints as soon as possible. We will usually acknowledge receipt within three working days and try to get a response to you within 10 working days. If it cannot be done within this timeframe, you will be notified and given an idea of response time. You will then receive a formal reply in writing. When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn, and make it possible for you to discuss the issue with those involved, should you wish to do so. When the investigations are complete, a final written response will be sent to you. Where your complaint involves more than one organisation, we'll make every attempt to liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially sent 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

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also your right to refer the matter further to the Care Quality Commission or the General Medical Council 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. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient. Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint. We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

Confidentiality

All complaints will be treated in the strictest confidence.

Seafield Medical will keep a record of all complaints and copies of all correspondence relating to complaints, but such records will be kept separate from patients' medical records.