



**Patient
Information
Complaints
Leaflet**

**PRACTICE
COMPLAINTS
PROCEDURE**

If you have a complaint or concern about the service you have received from the practitioners or any of the members of staff working at the practice, please let us know.

The Acocks Green Medical Centre

999 Warwick Road
Acocks Green
Birmingham
B27 6QJ

Phone: 0121 706 0501
Fax: 0121 764 6143

Updated 07/16 review due 07/17 V Burchett

**The Acocks Green Medical
Centre**

Tel: 0121 706 0501

The Acocks Green Medical Centre

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, please ask to speak to the Practice Manager or any of the Practitioners.

TIME LIMITS FOR MAKING COMPLAINTS

We would like you to let us know as soon as possible - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem, or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

WHAT WILL HAPPEN

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when your complaint was raised with us. We shall then be in a position to offer you an explanation or a meeting with the people involved. This is called Local Resolution

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A written note or letter signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

COMPLAINING OUTSIDE THE PRACTICE

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and give us the opportunity to improve our practice. This does not affect your right to approach NHS England, PO BOX 16738, Redditch, B97 9PT if you feel you cannot raise your complaint with us or you are dissatisfied with the results of our investigation.


You can contact them on 03003112233
Email: England.contactus@nhs.net

Parliamentary Health Service Ombudsman

If you remain dissatisfied once the Local Resolution stage from the practice and the Primary Care Trust has been exhausted you can contact the Parliamentary Health Service Ombudsman on 0345 015 4033 or write to them at: PHSO Millbank Tower, Millbank, London, SW1P 4QP or visit their website at www.ombudsman.org.uk to request an independent review.

Extra Advice

You can also contact the following for general advice:
Independent Complaints Advocacy Services (ICAS) on 0845 120 3748
Patient Experience Team email: patientexperience@nhs.net
Please address all complaints to the Practice Manager at :

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