

**Practice Contact**

The Practice Patient Services Manager is:

Mrs Diane Alonzo

Email: [glenfield.surgery@nhs.net](mailto:glenfield.surgery@nhs.net)

**LLR ICB**

Corporate Affairs Team  
NHS Leicester, Leicestershire and Rutland  
Integrated Care Board  
Room G30, Pen Lloyd Building  
County Hall  
Glenfield  
Leicester  
LE3 8TB

Email: [llricb-llr.enquiries@nhs.net](mailto:llricb-llr.enquiries@nhs.net)

**OMBUDSMAN**

You also have the right to approach the Health Service Ombudsman to independently review your complaint if local resolution does not result in a desired outcome. The Ombudsman is completely independent of both the NHS and Government.

**The Parliamentary and Health Service  
Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)



## Glenfield Surgery

Complaints Procedure

### **Practice Complaints Procedure**

At Glenfield Surgery we aim to provide our patients with a high standard of medical care. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria.

### **When should I complain**

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

If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or, at most, a few weeks as this helps us establish what happened more easily. In any event, this should be within 12 months of the incident, or within 12 months from when the matter comes to your attention.

### **How to make a complaint**

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please ask to speak to **Mrs Diane Alonzo, Patient Services Manager** who will contact you to try and resolve the issue and offer you further advice on the complaints procedure. She will make sure your concerns are dealt with promptly or arrange a meeting.

### **Our commitment to you**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter within 14 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to:

- Find out what happened and what should have happened
- Make it possible for you to discuss the problem with those concerned if this is your wish.
- Ensure the complaint is resolved to your satisfaction.
- Make sure that you receive an apology, where this is appropriate.
- Identify what needs to be done to ensure that the problem does not arise again.

Complainants will be kept informed at all times of any investigation, or action taken as a result of the complaint.

The final response letter will include details of the result of your complaint and your right to escalate the matter further 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 are complaining on behalf of someone else, we will require their written permission to confirm they are unhappy about their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which 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.

We may still need to correspond directly with the patient or may be able to deal directly with the third party, and this depends on the wording of the authority provided.

### **Complaining to LLRICB**

We hope that, if you have a problem, you will use our practice complaints procedure to ensure it is resolved. We believe this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. However, this does not affect your right to approach LLRICB if you feel you cannot raise your complaint with us or are dissatisfied with the result of our investigation. The contact details are shown overleaf.