

Staff Complaints about Patients

Staff have the same rights as patients. If a member of staff feels the need to complain about a patient, they should report the details to the practice manager, who will discuss this with the patient's doctor.

In the past we have found it sufficient to write to the patients and bring the matter to their attention.

Only in an exceptional case would we either strike a patient from our list or dismiss a member of staff.

For all enquiries, contact:

Mark Betkowski, Practice Manager
Temple Cowley Health Centre
Temple Road
Cowley
Oxford OX4 2HL

Phone: 01865 777 024
Fax: 01865 777 548



Temple Cowley Health
Centre

***Any problems with
our service?***

*Temple Cowley Medical Group
Complaints Information leaflet*

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. Our complaints procedure meets national criteria.

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 in this way and you wish to make a complaint, we would like you 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. Written complaints should be addressed to Mark Betkowski, our

practice manager. You can also ask for an appointment with him to discuss your concerns. He will explain the complaints procedure to you and make sure your concerns are dealt with promptly. It will be a great help if you can be as specific as possible about your complaint.

What we will do:

We will acknowledge your complaint within 2-3 working days and aim to have looked into the matter within 10-15 working days. We will then be in a position to offer you an explanation or a meeting with the people involved.

When we look into your complaint, we aim to find out what happened and what went wrong, make sure you receive an apology where this is appropriate. Most of all we want to make sure that the problem does not happen again.

Complaining on behalf of someone else:

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

Complaining the Ombudsman

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 may have gone wrong. If you feel that you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact the The Parliamentary and Health Service Ombudsman, Millbank Tower-Millbank, London, SW1P 4QP. 0345 015 4033 www.ombudsman.org.uk

For an independent review of your complaint.