

## If you are Dissatisfied with the Outcome

We hope that if you have a problem you will use the practice Complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve the service we offer.

If you feel you are unable to raise your complaint directly with the practice you can contact Mid & South Essex Integrated Care Board

**Telephone: 01268 594444**

**Email: [Mseicb.complaints@nhs.net](mailto:Mseicb.complaints@nhs.net)**

You have the right to approach the Ombudsman

**The Parliamentary and Health Service Ombudsman  
Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

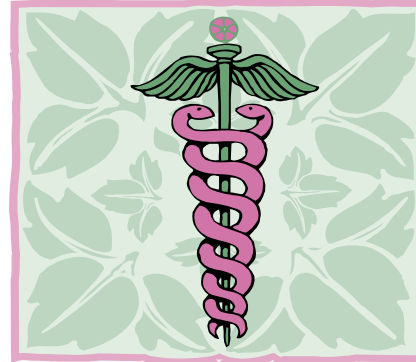
**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

For support or advice with the process Healthwatch Southend are independent complaints advocates.

**Website: [healthwatchsouthend.co.uk](http://healthwatchsouthend.co.uk)**

**Telephone: 01702 416320**

**Email: [info@healthwatchsouthend.co.uk](mailto:info@healthwatchsouthend.co.uk)**



**We welcome any ideas and suggestions as to how you feel we may be able to improve our practice.**

**Positive comments to our staff will also be welcomed as it is encouraging and helpful to know that we are providing you our best practice.**

**Dr N Kumar & Dr A Sinha Family Doctors**

**Complaints Procedure**



**Dr Kumar & Dr Sinha  
Shoebury Health Centre  
Campfield Road  
Shoeburyness  
SS3 9BX**

## Making a Complaint

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.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, **in writing** preferably as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 6 months of the incident,
- or within 6 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

**Send your written complaint to:**

**Ms Lin Spence**

**Practice Manager**

**Dr Kumar & Dr Sinha**

**Shoebury Health Centre**

**Campfield Road**

**Shoeburyness**

**SS3 9BX**

We regret we are unable to accept formal complaints by e-mail.



## What we Do Next

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 10/15 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 see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we may need to liaise with that organisation and may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we will advise you to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also 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 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.

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 direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

