

ST JAMES AND CHESIL DENTAL PRACTICE

PRACTICE COMMENTS AND COMPLAINTS PROCEDURE

We operate a patient complaints procedure in accordance with NHS guidelines. We hope that all comments and complaints can be resolved quickly and easily with the person concerned. If, however, you wish to discuss your complaint in more detail please ask a member of our reception team or practice manager who will liaise with the partners.

OR contact NHS England at:

Complaints Manager
NHS England
PO BOX 16738
Redditch
B97 9PT

Telephone: 0300 0311 22 33 (Monday to Friday 8am – 6pm)
Email: england.contactus@nhs.net

If you are not happy with their response, you should then contact:

Parliamentary and Health Service Ombusman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 015 4033
Email: phso.enquiries@ombusman.org.uk

For complaints concerning private treatment, please contact:

The Dental Complaints Service
The Lansdown Road
Croydon
London
CR9 2ER

Telephone: 08456 120 540

ST JAMES AND CHESIL DENTAL PRACTICE

PRIVATE TREATMENT PATIENT COMPLAINTS

At St James and Chesil Dental Practices, we take complaints very seriously. We try to ensure that all of our patients are pleased with their experience and the service received. When patients complain, they are dealt with courteously and promptly to ensure the matter is resolved as time efficient as possible. This procedure is based on these objectives.

Our aim is to react to complaints in a way in which we would want our own complaint about a service to be handled. We learn from every mistake that we make and respond to customer concerns in a caring and sensitive manor.

The person responsible for dealing with any complaint about the service which we provide is Dr Nicholas Forster (complaints lead) or Gemma Dagley (practice manager).

If a patient complains via telephone or at the reception desk, the receptionist shall listen and take the details to then refer to the practice manager. The practice manager will liaise with the complaints lead. In the event the complaint is about an aspect of clinical care or associated charges, this may be referred to the treating dentist unless the patient does not wish for this.

If the treating dentist, complaints lead or practice manager is not available at the time of the complaint, the patient will be advised and arrangements will be made for the complaint to try and be resolved. If we are unable to make arrangements within a reasonable time period or if the patient does not wish to wait, alternative arrangements will be made.

If the patient complains in writing, the letter will be passed on immediately to the complaints lead.

We will acknowledge the patient's complaint in writing and enclose a copy of this code as soon as possible, normally within three working days.

We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstance which led to the complaint. If the patient does not wish to meet us, we will attempt to discuss the complaint via telephone. If we are unable to investigate the complaint within ten working days, we will notify the patient and give reasons for the delay along with a likely period within which the investigation will be completed.

We will confirm the outcome of the complaint in writing immediately after completing our investigation.

Proper and comprehensive records are kept of any complaint received.

If patients are not satisfied with the outcome of our investigation or with our complaint's procedure then a complaint regarding private treatment may be made to:

ST JAMES AND CHESIL DENTAL PRACTICE

The Dental Complaints Service
The Lansdown Road
Croydon
London
CR9 2ER

Telephone: 08456 120 540

Or, for the dentists' regulatory body for complaints regarding professional misconduct:

The General Dental Council
37 Wimpole Street
London
W1M 8DQ

Telephone: 0845 222 4141

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NHS COMPLAINTS PROCEDURE

AIM:

To ensure that any complaint received are dealt with quickly, efficiently and courteously and solutions are implanted which satisfy both the complainant and the practice.

RESPONSIBILITIES:

1. The appointed principal partner is deemed to be their responsible person in accordance with the NHS Complaints Guidelines.
2. The practice manager is responsible for ensuring that complaints are resolved effectively.
3. The appointed principal partner (the complaints lead) is responsible for monitoring the complaints process.
4. All staff should be trained in the procedures for dealing with complaints.

METHOD:

1. Any expression of dissatisfaction which cannot be resolved within 24 hours must be defined as a complaint and will be handled according to the NHS complaints regulations.
2. Any complaint received by the practice will be acknowledged in writing within 3 working days. This includes verbal complaints which will be transcribed into writing and copies sent to the complainant. The patient should be advised that they may obtain assistance from PALS (Patient Advice and Liaison Service) or the NHS Complaints Advocacy Service. www.england.nhs.uk/tag/nhs-advocacy-service
3. Any complaint that is raised verbally but resolved to the complainant's satisfaction within 24 hours will be recorded but will not require a written acknowledgement.
4. The complaint may be followed in 1 of 2 routes;
 - a) At local level (practice) which is preferred where the responsible person will offer a meeting with the complainant to agree a time frame for the resolution and to reach agreement on how the wish the complaint to be handled and the outcome.
OR
 - b) By contacting NHS England directly at;

Complaints Manager
NHS England
PO BOX 16738
Redditch
B97 9PT

Telephone: 0300 0311 22 33 (Monday to Friday 8am – 6pm)
Email: england.contactus@nhs.net

The complainant must be made aware that they cannot change routes once the process has started.

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5. If the complainant is dissatisfied with the local resolution (practice) or NHS England resolutions, the complainant must be informed of their direct recourse to:

Parliamentary and Health Service Ombusman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 015 4033
Email: phso.enquiries@ombusman.org.uk

6. If no response is received from the complainant within 6 months of the complaint, the explanation will be recorded and the complainant informed.