

Investigation and Response Timeline

We aim to **deal with the matter as promptly as possible – usually within 20 working days**, depending on the nature and complexity of the complaint. If it is likely to take longer, we will contact you to keep you informed of the progress.

Our Complaint Handling Process

Our goal is to:

- Understand what happened
- Understand why it happened
- Learn from the experience and identify how we can prevent it from happening again

We are committed to treating every complaint fairly and confidentially.

WHO CAN MAKE A COMPLAINT?

- **Patients** (*current or former*)
- **A representative** (*with the patient's consent*)
- **Parents or guardians** (*for children under 16*)
- **Legal representatives** (*for patients lacking capacity under the Mental Capacity Act 2005*)

If you are complaining on behalf of someone else, we may need written permission unless they are unable to provide consent due to illness or disability.

TIME LIMITS FOR COMPLAINTS

- A complaint should be made within **12 months of:**
- The event happening **or**
- When you first became aware of the issue

Exceptions may be made if there is a valid reason for the delay and the issue can still be fairly investigated.

TAKING YOUR COMPLAINT FURTHER

If you are unhappy with our response, you can escalate your complaint:

Parliamentary & Health Service Ombudsman

The Ombudsman is an independent organisation that investigates NHS complaints.

- **Address:** Parliamentary & Health Service Ombudsman, Tower 30, Millbank, London SW1P 4QP
- **Phone:** 0345 015 4033
- **Website:** www.ombudsman.org.uk

Before taking this step, we encourage you to discuss any unresolved concerns with us to see if we can offer a resolution.

Independent Complaints Advocacy Service (ICAS)

ICAS provides free, confidential support for people making NHS complaints.

Phone: 0300 456 2370

POhWER – Complaints Advocacy

POhWER helps people who need support in making NHS complaints.

Phone: 0300 456 2370

CONFIDENTIALITY

All complaints will be treated in the strictest confidence. If your complaint requires reviewing medical records, we will inform you beforehand. Complaint records are kept separately from medical records and do not affect your care.



Ivel Medical Centre
NHS GP Surgery in Bedfordshire



COMPLAINTS & COMMENTS LEAFLET



Ivel Medical Centre is a trading name of
Ocimum Healthcare LTD.
2A Malzeard Road, Luton, England, LU3 1BD.
Company number: 14737937

At Ivel Medical Centre, we are committed to providing high-quality care and continuously improving our services. Your feedback helps us understand what we are doing well and identify areas for improvement.

GIVING FEEDBACK

We welcome your comments on things we are doing well within the practice and also welcome your suggestions on things we can improve. If you would like to make a suggestion or provide us with any feedback.

Please contact us, using the form below, or if you prefer write to the Practice.

TELL US ABOUT OUR SERVICE

- Could you easily get through on the telephone?
- Did you get an appointment with the clinician you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

Name: _____

Address: _____

Telephone: _____

Date of Feedback: _____

Details:

Print Name: _____

Signed: _____

Please continue on another sheet if required

MAKING A COMPLAINT

If you are unhappy with the service you have received, you have the right to raise a concern or make a complaint.

If you have a concern, please speak to the staff member involved first – many issues can be resolved quickly this way.

If you're still not satisfied, contact our Business Operations Manager, who will try to help and explain the next steps.

If the issue remains unresolved and you wish to make a formal complaint, please let us know as soon as possible – ideally within a few days – so we can fully understand what happened.

WHO TO COMPLAIN TO?

There are two ways to make a complaint:

1. **To the healthcare provider** – This is the organisation where you received NHS care (*e.g., GP surgery*).
2. **To the commissioner of the service** – This is the organisation responsible for funding the care (*e.g., NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board*).

From **1st July 2023**, complaints about primary care services should be directed to the **local Integrated Care Board (ICB)** instead of NHS England.

COMPLAINTS PROCEDURE

We always aim to resolve concerns as quickly and amicably as possible.

HOW TO MAKE A COMPLAINT

1. **Informal Complaints:** If possible, speak to a staff member involved in your care. Many issues can be resolved immediately without the need for a formal process.
2. **Formal Complaints:** If you wish to make a formal complaint, we recommend **submitting it in writing** or via email: at imc.ivelmc.reception@nhs.net to ensure clarity.

WHAT HAPPENS NEXT?

Acknowledgement of Your Complaint

We will acknowledge receipt of your complaint within 3 working days. This is to confirm we have received your concern and are beginning our review.

Please note: Working days are Monday to Friday and do not include weekends or bank holidays.