

We aim to provide the best possible services for all our patients, but there may be times when you feel this has not happened. If you have a complaint or concern about the service you have received from the doctors, or any of the practice staff employed by them, please let us know. We hope that most of your problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

We operate a practice complaints procedure that meets national criteria, as part of an NHS system for dealing with complaints. However, we are not able to deal with questions of legal liability or compensation.

To enable a complaint to be fully investigated you will need to complete the details of your complaint on our [complaints form](#).

The complaints form is available at reception, or you can download it from our website <https://www.larksfieldandarlesey.co.uk/>. The completed form must either be submitted by hand into the practice or posted to us. Please avoid emailing complaints to our other departments and note that emails are not accepted as a formal complaint.

Complaints can be raised:

- Within twelve months of the event: or

These time limits may be changed if there are good reasons why you could not complain sooner.

Complaints should be addressed to:

Practice and Complaints Manager
Larksfield and Arlesey Medical Practice
Arlesey Road,
Stotfold,
Hitchin,
Herts, SG5 4HB.

We aim to acknowledge your complaint within *ten working days*. Once we have fully investigated your complaint you will receive a written summary of the investigation and its conclusion within *twenty working days* (or as soon as reasonably practicable). This part of the procedure is called Local Resolution.

Please note, we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A signed authorisation **must** be provided by the patient concerned, unless they are incapable (because of illness) to do so. In the case of a child (aged under 16 years) then you must have the legal authority to complain on their behalf.

Your information might need to be shared with a Commissioning Support Unit (CSU). If you do not want your information to be shared with the CSU, they will need to inform NHS England as part of your complaint. If your consent is required for the investigation, NHS England will contact you directly to ensure they have the appropriate consent in place.

If you need help with making your complaint the Health Complaints Advocacy Service (HCAS) can provide free, impartial, and independent

information, advocacy and support to members of the public, wishing to make a formal complaint about the National Health Service (NHS). The HCAS provider for Bedfordshire & Hertfordshire is:

POhWER
Hertlands House
Primett Road
STEVENAGE
Herts SG1 3EE

Tel: 0300 456 2370 (local rate)

Email: pohwer@pohwer.net

Web: www.pohwer.net

We want to know when things go wrong, so we can quickly put them right for you, and can learn from your experience to improve our services to other people.

We also want to know about things that we do well and what you think of our services generally, what your suggestions are for the future and when you are pleased by the efforts of our staff. Please feel free to contact us with any comments or suggestions you may have.

Larksfield & Arlesey Medical Partnership

**Larksfield Surgery
Arlesey Road, Stotfold, Hitchin
Herts SG5 4HB**

Tel: 01462 732200

Complaints Procedure

Jan 2023