

Complaints Procedure

All suggestions for improvement of this Practice in any regard are welcomed. Any comments or complaints will be taken seriously and given careful consideration, and action will be taken to remedy the situation as far as possible. An independent review of a complaint will be offered where it cannot be satisfied by our internal complaints procedure.

Please submit non-clinical complaints within 28 days.
All complaints will be recorded in writing.
Patient consent will be sought if complaint is not made by patient.



Complaint will be acknowledged and procedure explained (including the anticipated timetable) by telephone call and/or letter within two working days.



Full investigation will be undertaken. If complaint relates to a doctor or medical matter a relevant senior clinician will be appointed to investigate. If necessary, complainant may be met in private and be accompanied as appropriate, in order to obtain further details



The views of both the complainant and the staff member will be heard and recorded. Records will be kept of all complaints, investigations and responses (separate from the patient's clinical notes). All correspondence will be marked "Private and Confidential" and sent by first class post (or email if preferred)



The whole procedure, including a written reply, should be completed within 20 working days.
If there is a delay (e.g. to consult a medical defence organisation) the complainant will be fully informed.



Implications for staff training will be discussed at a Practice meeting, and procedures instituted and audited as appropriate.



If the complaint is not resolved to the complainant's satisfaction, full details will be provided of the procedure for instigating a formal independent review.

**Please submit any comments or complaints to PA to Clinical Directors,
Roodlane Medical Limited,
60 New Broad Street, London EC2M 1JJ Tel: 020 7847 6558
E-mail: pa.clinicaldirectors@roodlane.co.uk**

Introduction

At Roodlane Medical we are fully committed to delivering safe, high quality, cost-effective healthcare.

We will do our very best to ensure the time you spend in our care is as comfortable as possible and to provide you with excellent personal and professional service but there may be times when your expectations are not met. We therefore appreciate all feedback regarding the care and service that you, your family or others experienced during your visit which you can communicate to us in a number of ways, as explained below.

Patient Satisfaction Questionnaire

As part of our commitment to continuous improvement, we encourage our patients to provide feedback so that we can take into account your views and priorities. A tool we use for this is our Patient Satisfaction Questionnaire. We send out a Patient Satisfaction Questionnaire to all patients seen in our clinics on a regular basis.

The feedback received from the surveys remains anonymous and is reviewed regularly.

This information is also shared throughout the organisation to help all our teams to continuously improve the service.

Other ways of raising an issue or concern

We hope you find your visit to our facilities to be comfortable and that you do not have any concerns about the service you receive. If you do encounter any problems, however small, we ask that you tell us as soon as possible. Please highlight any concerns as soon as they arise, rather than waiting, so that we may resolve these in a timely fashion.

We will respond to any concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature: Medical, Nursing, or Administration.

You can provide feedback as follows:

During your visit to our centre

Each centre has a manager; please ask to speak to them directly, or ask to see the senior person on site if the manager is not available if you have a concern. Where they are able to, they will resolve your concern immediately. If they are not able to resolve your concern, they can make a record of it with you and treat it as a complaint.

After your visit to our centre

Please write to or call our enquiries team, who will forward the comments made to our senior management team for further attention.

The complaints process

The purpose of our complaints policy is to ensure that your concerns are investigated comprehensively and that you are given a full and prompt reply. This guide outlines our patient complaints procedure and gives you advice about how to receive a satisfactory response to your concerns. Any complaint that we receive is treated in confidence. We undertake to investigate all complaints courteously and sympathetically and to provide a rapid response within nationally recognised timelines.

What are the first steps?

When you make a complaint, it is helpful if you can explain what you would like to achieve.

Under the complaints policy, we can:

- Carry out an investigation and offer an explanation for what happened.
- Take steps to help put the matters right and reassure you that we have done so.

The complaints procedure involves the following people and/or organisations:

1. Local Resolution

At this level, your complaint will be handled by the company's senior management team.

2. Internal Appeal

At this level, your complaint will be the responsibility of the Chief Executive Officer of Roodlane Medical.

3. Independent External Adjudication

This is available for issues with our General Practice, health screening, nursing, and physiotherapy and psychology services. At this level, you can write to the external organisation 'Independent Sector Complaints Adjudication Service' (ISCAS) who can address your complaint.

What happens if I make a verbal complaint?

If you make a verbal complaint to a member of staff, it is a good idea to make a note of when you did this and who you spoke to. The manager will attempt to resolve your complaint immediately. If this is not possible, the complaint will be further investigated.

How do I make a written complaint?

It is helpful to put all formal complaints in writing.

If your complaint is about a GP or Health Screening Clinician, you should address it to the Primary Care Service Clinical Lead.

If your complaint is about an Occupational Health Clinician, you should address it to the OH Service Clinical Lead.

The address for both is Roodlane Medical, 60 New Broad Street, London EC2M 1JJ.

Your letter should include:

- Who or what has caused your concerns
- Where and when the events took place
- What action you have already taken, if any
- What results you would like to achieve from your complaint.

Your complaint will be acknowledged within two working days, unless a full reply can be sent within five working days of receiving it. All related and relevant internal documentation will be available to the individual investigating the complaint.

We will write to you about the outcome within 20 working days.

If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay.

In any event, you will receive a letter updating you on progress every 20 working days until the matter is resolved.

When investigating the complaint, we may also offer to call you to talk about your concerns or offer to meet you. After the meeting, if no further action is proposed, we will send you a full written response.

What happens if I am not happy with the response?

Our aim is to deal with your complaint as quickly as possible. If you are not happy with our response, you can either contact us again and request for escalation to the Chief Executive Officer, or ask for an internal appeal by contacting the Chief Executive Officer at Roodlane Medical directly as explained below.

What does an internal appeal involve?

The internal appeal stage is the responsibility of the Chief Executive Officer of Roodlane Medical, who is based at 60 New Broad Street, London EC2M 1JJ.

If you are not satisfied with our first stage response to your complaint you can write to the Roodlane Medical Chief Executive Officer at the address above. You will need to do this within 6 months of the date of the final written response. You will receive an acknowledgment of the appeal within two working days of receipt (unless a full reply can be sent within 5 working days).

Our Chief Executive Officer will consider the complaint and will undertake a review of the correspondence and handling of the issues so far as well as carry out any further investigation deemed necessary.

The Chief Executive Officer will either confirm the previous decisions and actions taken or offer an alternative solution.

You will receive a full response within 20 working days from receipt of the appeal or, if the Chief Executive Officer's investigations are still in process, a letter to keep you updated should be sent every 20 working days until the matter is resolved.

What happens if I'm still unhappy?

If you are dissatisfied with the internal appeal and the decision of our Chief Executive Officer, you have the right to refer the matter to the Independent Sector Complaints Adjudication Service (ISCAS) if it is in relation to a General Practice issue or related to Nursing, Physiotherapy, Health Screening or Psychological Services. You must write to the ISCAS Secretariat within 6 months of the final decision of our internal review.

You can request the independent adjudication of our decision by writing to:

Independent Sector Complaints Adjudication Service, 1 King Street, London, EC2V 8AU
(www.iscas.org.uk).

You do not have to pay a fee for this service as the costs are met by the ISCAS membership Roodlane Medical's parent company (HCA International) holds.

ISCAS will provide a written acknowledgement to you of your request for independent external adjudication within 2 working days of receipt of the request.

They will check with us that the processes for local resolution and Stage 2 review have already been exhausted and obtain a response within 2 working days.

ISCAS will ask you to clarify in writing which aspects of your complaint you wish to refer for adjudication and consent to the ISCAS process and release of relevant case records from us.

Once this has been done, they will assign an Independent Adjudicator to consider the complaint. The Adjudicator will be entirely independent of us and will have the necessary skills and experience to perform this role. The Adjudicator will also have the right to reject cases without a hearing.

Questions

If you have any questions about the Roodlane Medical Complaints Policy, please contact us at **PA.ClinicalDirectors@roodlane.co.uk**