

Ready to listen...

...Here to help

NATIONWIDE

HEALTHCARE
PROVIDERS LIMITED

Patient Complaints Procedure

Our Complaints Policy

We are committed to providing a high-quality service to all our patients, but if something goes wrong we need to know. This will help us to learn from our experiences and improve our standards. We want all our patients to be pleased with the service they receive, so we take complaints seriously. If a patient makes a complaint, we will deal with it promptly and courteously. Our aim is to resolve the matter as quickly as possible following the agreed procedure and, wherever possible, to the satisfaction of the patient.

A complaint may indicate a failing on our part, we take all complaints as positive feedback which we can learn from and make improvements to our service. Our staff receive training and guidance in handling complaints and we adopt a 'no blame' and without prejudice approach when investigating a complaint, especially where individuals are identified with the aim of reaching a satisfactory conclusion. We will, at all times, be polite and respectful to our patients.

Who Can Make a Complaint?

Anyone who receives treatment, anyone who attends with a patient and anyone who telephones on behalf of a patient.

Procedure to Make A Complaint

A patient can choose to make their complaint to the practice or NHS England and NHS Improvement, PO Box 16738, Redditch, B97 9PT, (Email: england.contactus@nhs.net, telephone: 0300 311 22 33). If the patient complains in writing or by e-mail, the complaint will be passed immediately to the Patient Relations Department at Head Office. The Patient Relations Team is responsible for dealing with all complaints about our service. A patient can discuss their complaint with the Patient Relations Team on 0115 9790909. Our Customer Service Complaints Manager is the Patient Relations Team.

If a patient makes a complaint in person or by telephone, the member of staff receiving the complaint makes an initial record of their concerns and checks this for accuracy with the patient. The patient is given a copy of the record and the original is passed to the Dentist/Practice Manager; the patient is asked whether they would like to see the Dentist/Practice Manager immediately. Otherwise, the patient is advised when the dentist will make contact to arrange a meeting in person or by telephone.

Complaints about clinical care or the amount charged for treatment will be referred to the dentist concerned, unless the patient requests otherwise.

All complaints are acknowledged in writing as soon as possible, but within 3 working days. A copy of this code of practice will be sent with the acknowledgement. If the patient has not yet discussed the matter with the dentist, they will be offered the opportunity to do so and also be asked how they would like to be kept informed of developments – by letter, e-mail, telephone or face-to-face meetings. The process we will follow in resolving the complaint and what the patient requires by way of an outcome will be discussed with the patient and along with the anticipated timescale.

We will investigate the complaint speedily and efficiently and, as far as reasonably practicable, will keep the patient informed of our progress. Investigations will normally be completed within 25 working days. On completion of our investigation, we will provide the patient with a full written report, which will include:

- an explanation of how the complaint has been considered
- the conclusions reached in respect of each specific part of the complaint
- details of any necessary remedial action
- specify whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records will be kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

If a patient is not satisfied with the result, then the complaint may be referred to:

- NHS England and NHS Improvement, PO Box 16738, Redditch, B97 9PT, (Email: england.contactus@nhs.net, telephone: 0300 311 22 33).
- Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033 or www.ombudsman.org.uk for complaints about NHS treatment.
- The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, 08456 120 540 or www.dentalcomplaints.org.uk for complaints about private treatment.
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body
- Care Quality Commission, Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA Tel. No. 03000 616161

Our Goal

We hope to be able to resolve your complaint simply, quickly, fairly and confidentially.