

Annex B: When a patient raises feedback, concerns or a complaint



1.

Start by giving the patient the opportunity to raise feedback or discuss the issue with you face to face.

This could help to get things sorted quickly. If you choose to deal with a concern this way, you should aim to resolve it by the end of the following day.

2.

If a concern cannot be sorted out by the end of the next day, then it has to be treated as a complaint.

Alternatively, the patient can raise the complaint with NHS England. Around 20% of people choose to complain this way.



3.

If the patient is not happy with the final response received from either your practice or NHS England, then they can bring their complaint to the Parliamentary and Health Service Ombudsman.

You should make this clear in your final response.