Kent Family Medical

Complaints Policy

Making a Complaint

We hope that most problems can be sorted out quickly and easily, often at the time they arise, with the person concerned.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, via email or letter. This should be as soon as possible after the event, but certainly within:

6 months of the incident or

6 months of discovering that you have a problem provided that is within 12 months of the incident.

If you are a patient of Kent Family Medical, you can complain about your own care. If you wish to complain about the care of another person, we will be unable to discuss the matter without the patient's written consent (see below).

Please send your written complaint to:

Practice Director, Mrs Helen Hume; support@kentfamilymedical.co.uk

If you are unable to put your complaint in writing then please ask to arrange an appointment with the Practice Director to discuss the matter further.

You can also feedback to the practice via letter, addressed to:

Mrs Helen Hume, Kent Family Medical, 1A Mereworth Business Centre, Dann's Lane, Mereworth. ME18 5LW

WHAT WE DO NEXT

We aim to resolve complaints as quickly as possible.

We will acknowledge receipt within 5 working days, and aim to review the matter within 20 working days of the date you raised the complaint with us. You will then receive a formal reply in writing, or we may invite you to meet with the person(s) concerned to attempt to

resolve the issue. If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

When looking into a complaint, we work to find out what happened and what went wrong. We would want to see if there is something we can learn from the event, and make changes to procedures if this would improve patient experience. We would offer an appointment to discuss the issue with those involved, if you would like to do so. We will ensure that you receive an apology, where appropriate.

When the investigations of the complaint is complete, we will send a final response to you.

Where your complaint involves more than one organisation, we will liaise with that organisation so that you receive one coordinated reply, where possible. We may need your consent to do this.

Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person or organisation.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on behalf of someone else

We adhere to strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the person involved, we will require the written consent of the patient, for the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

Help us get it right

We constantly try to improve the service we offer to our patients.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

If you are dissatisfied with the outcome of a complaint

We hope that if you have a problem, you will use our practice complaints procedure and raise the issue directly with our team. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

You have the right to approach the Independent Sector Complaints Adjudication Service (ISCAS) if you are unhappy with our response to your complaint.

They can be contacted at: https://iscas.cedr.com