

DARREN BYWATER DENTAL CARE

PATIENT COMMENTS / COMPLAINTS NOTICE

Darren Bywater Dental Care aims to protect patients and promote confidence in the dental professionals within the practice who provide a healthcare service. In doing so, the Practice respects our patients' right to comment on our services or to express any form of dissatisfaction about our services either verbally or in writing.

The Practice endeavours to identify, accept and handle comments / complaints in a professional and sensitive manner. All comments / complaints will be carefully listened to, fully investigated and acted upon effectively as far as is reasonably practicable. Patients will be advised of what to expect in terms of progress and will be advised of expected timescales for responses / outcomes. Patients' expected outcomes will be taken into account and resolution, wherever possible, attempted to the satisfaction of the patient.

The Practice will not discriminate against any patient making a comment / complaint and there will be no negative impact in terms of their treatment and care within the Practice. In addition, comments / complaints will be dealt with in strict confidence.

The practice endeavours to acknowledge receipt of each complaint within three working days, where possible, and to respond more fully to any complaint within 10 working days of receipt or within a time framework advised to the patient upon receipt. Patients will be regularly updated on the progress of any investigation.

All comments / complaints will be monitored which involves keeping a record of each complaint received, the subject, investigations made, the outcomes and timescales in dealing with each complaint. The Practice is committed to learning from comments / complaints and making appropriate changes, where necessary, in order to improve our service to patients. Thus, the Practice Significant Event Analysis may also be adopted to eliminate recurrence of issues raised including lessons learned and actions taken.

If a complaint cannot be rectified immediately, then suggestions or complaints may be made in person, by telephone or in writing to:

Mrs Jennifer Bywater,
Practice Manager.
Tel: 01332 550926

Alternatively, NHS patients can contact the
Customer Contact Centre
NHS England, PO Box 16738, Redditch. B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

DARREN BYWATER DENTAL CARE

PATIENT COMMENTS / COMPLAINTS POLICY

Reg. 12 -13

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The Practice endeavours to identify, accept and handle comments / complaints in a professional and sensitive manner. All comments / complaints will be carefully listened to, fully investigated and acted upon effectively as far as is reasonably practicable. Patients will be advised of what to expect in terms of progress and will be advised of expected timescales for responses / outcomes. Patients' expected outcomes will be taken into account, recorded and resolution, wherever possible, attempted to the satisfaction of the patient.

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The Customer Contact Centre will listen to patient concerns and can offer advice / suggestions. They can also help resolve concerns, help answer queries about services and provide support / liaise with the Practice on behalf of patients. Should they be unable to resolve patient concerns, they can put patients in touch with the Complaints Manager.

HANDLING OF PATIENT COMPLAINTS

At Darren Bywater Dental Care we take complaints very seriously indeed and try to ensure that all our patients are pleased with their visits to the practice and the services that we provide. When a patient complaint or grievance is received, we endeavour to deal with the issue in a professional and caring manner, showing concern and understanding. Staff should be courteous to the patient at all times and ensure that the Practice Manager and/or Dentist is made aware of any issue promptly and that the patient is assured that a member of the management team gets back to them within a 3 day timescale in order to resolve the matter as quickly as possible. Our aim is respect patient's right to comment / complain, to listen and learn from issues raised by patients, and to respond to concerns in a caring and sensitive manner taking into account individual circumstances. We also endeavour to keep patients informed of progress at regular intervals throughout any investigation.

Procedures:

1. The person responsible for dealing with any complaint about the service which we provide is, in the first instance, the Practice Manager.
2. If a patient complains on the telephone or at the reception desk, staff should listen to their complaint, giving the patient the option to speak in privacy, take down brief details and offer to refer him or her to the Practice Manager should the issue be unresolvable immediately. If the Practice Manager is not available at the time, then the patient's contact details should also be taken and given to the Practice Manager and/or Dentist at the first available opportunity in order for her/him to contact the patient giving an indication of the likely timescales of the procedure.
3. If a patient complains in writing the letter will be passed on immediately to the Practice Manager who will in turn make the dentists aware, if necessary / appropriate. The patient will be contacted within a 3 day timescale. In all cases, the patients' desired outcome should be noted and recorded.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. If a complaint is about the conduct of a member of staff, the issue will be investigated and dealt with accordingly and where necessary, the disciplinary procedures may be followed.
6. We will acknowledge the patient's complaint in writing giving indications of timescales and expected actions as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. All comments / complaints will be investigated and resolved to patient satisfaction unless it falls outside the remit of the provider's responsibility or the complaint is not withheld.
9. Patient confidentiality will be upheld at all times.
10. Proper and comprehensive records are kept of any complaint received which are used as a learning tool for improvements within the Practice. This will include an audit trail of each complaint, steps taken to address / investigate issues raised and details of outcomes.
11. Significant Event Analysis may also be used to eliminate recurrence of issues raised including lessons learned and actions taken. Issues may be raised at staff meetings in order to discuss making appropriate changes within the practice, where possible, in order to improve our service to patients.
12. If patients are not satisfied with the result of our procedure then a complaint may be made to:

Customer Contact Centre
NHS England, PO Box 16738, Redditch. B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

13. A patient notice regarding comments / complaints will be displayed in Reception.

Patient Complaint

Date Complaint Made:

Name of Patient:

Written / Verbal:

Nature of Complaint:

Date and Time of Complaint:

Issues of Complaint:

Desired outcome of the Patient:

Name of Staff involved (if appropriate)

Date acknowledged:

Date of Full Response:

Comments / Action Taken by Practice / Timescales etc:

Written Response to Patient at end of Investigation: