

254 Normanton Road
 Derby
 DE23 6WD
 T: 01332 242526
 E: normantonroad@yourdentists.co.uk

CODE OF PRACTICE FOR PATIENT COMPLAINTS

10 Most Common Patient Complaints

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|--------------------------------------|
| Difficulty scheduling an appointment |
| Long wait times |
| Rude or uncaring staff |
| Lack of coordination of care |
| Poor/ineffective treatment |
| Uncomfortable or unclean environment |
| Billing problems |
| Unprofessional conduct |
| Poor patient-provider communication |
| Unreturned calls |



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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.

Practice Procedure

1. The Patient Relations Team is responsible for dealing with all complaints about our service. A patient can discuss their complaint with the practice receptionist by telephoning 01332 242526, or the Patient Relations Team on 0115 9790909.
2. A patient can choose to make their complaint to the practice or to the Local Area Team at NHS England – North Midlands, Birch House, Ransom Wood Business Park, Southwell Road West, Mansfield, Nottinghamshire, NG21 0HJ.
3. If a patient chooses to make their complaint to NHS England – North Midlands, the practice will work with NHS England in resolving the concerns raised.
4. 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, the patient is asked whether they would like to see the dentist immediately. Otherwise the patient is advised when the dentist will make contact to arrange a meeting in person or by telephone.

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5. If the patient complains in writing or by e-mail, the complaint will be passed immediately to the Complaints Department at Head Office.
6. Complaints about clinical care or the amount charged for treatment will be referred to the dentist concerned, unless the patient requests otherwise.
7. All complaints are acknowledged in writing as soon as possible, but within three 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.
8. We will investigate the complaint speedily and efficiently and, as far as a reasonably practicable, will keep the patient informed of our progress. Investigations will normally be completed within 25 working days.
9. 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.
10. 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.
11. If a patient is not satisfied with the result, then the complaint may be referred to:
 - NHS England – North Midlands, Birch House, Ransom Wood Business Park, Southwell Road West, Mansfield, Nottinghamshire, NG21 0HJ.
 - 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.



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Tina Bentley Tina Bentley, Clinical Quality and Care Manager
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