

## Your guide to making a complaint

### Introduction

At HCA Primary Care we are fully committed to delivering safe, high quality, cost-effective healthcare.

We will do our very best to ensure the time you spend in our care is as comfortable as possible and to provide you with excellent personal and professional service but there may be times when your expectations are not met. We therefore appreciate all feedback regarding the care and service that you, your family or others experienced during your visit. This leaflet explains how we deal with concerns or complaints you may wish to raise.

### Patient Satisfaction Questionnaire

As part of our commitment to continuous improvement, we encourage our patients to provide feedback so that we can take into account your views and priorities. A tool we use for this is our Patient Satisfaction Questionnaire. We send out a Patient Satisfaction Questionnaire to all patients seen in our clinics on a regular basis. The feedback received from the surveys remains anonymous and is reviewed regularly. This information is also shared throughout the organisation to help all our teams to continuously improve the service.

### Other ways of raising an issue or concern

We hope you find your visit to our facilities to be comfortable and that you do not have any concerns about the service you receive. If you do encounter any problems, however small, we ask that you tell us as soon as possible. Please highlight any concerns as soon as they arise, rather than waiting, so that we may resolve these in a timely fashion.

We will respond to any concerns considerately, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature: Medical, Nursing, or Administration.

You can provide feedback as follows:

During your visit to our centre-

Each centre has a manager; please ask to speak to them directly, or ask to see the senior person on site if the manager is not available if you have a concern. Where they are able to, they will resolve your concern immediately. If they are not able to resolve your concern, they can make a record of it with you and treat it as a complaint.

After your visit to our centre-

Please write to or call our enquiries team, who will forward the comments made to our senior management team for further attention. [PA.ClinicalDirectors@hcaprimarycare.co.uk](mailto:PA.ClinicalDirectors@hcaprimarycare.co.uk)

## The complaints process

The purpose of our complaints policy is to ensure that your concerns are investigated comprehensively and that you are given a full and prompt reply. This guide outlines our patient complaints procedure and gives you advice about how to receive a satisfactory response to your concerns. Any complaint that we receive is treated in confidence. We undertake to investigate all complaints courteously and sympathetically and to provide a rapid response within nationally recognised timelines.

## What are the first steps?

When you make a complaint, it is helpful if you can explain what you would like to achieve. Under the complaints policy, we can:

- Carry out an investigation and offer an explanation for what happened.
- Take steps to help put the matters right and reassure you that we have done so. The

complaints procedure involves the following people and/or organisations:

### 1. Local Resolution

At this level, your complaint will be handled by the company's senior management team.

### 2. Internal Appeal

At this level, your complaint will be the responsibility of the Chief Executive Officer / Chief medical Officer of HCA Primary Care.

### 3. Independent External Adjudication

HCA Primary Care ( via its parent company HCA UK )is a subscriber member of the Independent Sector Complaints Adjudication Service (ISCAS) who can undertake an external independent review of your complaint on your behalf. your behalf.

## What happens if I make a verbal complaint?

If you make a verbal complaint to a member of staff, it is a good idea to make a note of when you did this and who you spoke to. The manager will attempt to resolve your complaint immediately. If this is not possible, the complaint will be further investigated.

## How do I make a written complaint?

It is helpful to put all formal complaints in writing either directly or via email.

If your complaint is about a GP or Health Screening Clinician, you should address it to the Primary Care Service Clinical Lead.

If your complaint is about an Occupational Health Clinician, you should address it to the OH Service Clinical Lead.

The address for both is

Roodlane Medical, 60 New Broad Street, London EC2M 1JJ  
Email: PA.ClinicalDirectors@hcaprimarycare.co.uk

Your letter should include:

- Who or what has caused your concerns
- Where and when the events took place
- What action you have already taken, if any
- What outcome you want from your complaint.

Your complaint will be acknowledged within three working days, unless a full reply can be sent within five working days of receiving it. All related and relevant internal documentation will be available to the individual investigating the complaint.

We will write to you about the outcome within 20 working days.

If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay.

In any event, you will receive a letter updating you on progress every 20 working days until the matter is resolved.

When investigating the complaint, we may also offer to call you to talk about your concerns or offer to meet you. After the meeting, if no further action is proposed, we will send you a full written response.

## What happens if I am not happy with the response?

Our aim is to deal with your complaint as quickly as possible. If you are not satisfied with our response, please do inform the hospital's Chief Executive Officer / Chief Medical Officer outlining why and they will try to resolve your outstanding concerns and reach a satisfactory conclusion for you.

It is always our intention to resolve complaints, but if you remain dissatisfied with the hospital's response, you can ask for an internal review as part of stage 2 of our complaints process.

## **What does an internal appeal involve?**

The internal appeal stage is the responsibility of the Chief Executive Officer / Chief Medical Officer of HCA Primary Care, who is based at 60 New Broad Street, London EC2M 1JJ.

If you are not satisfied with our first stage response to your complaint you can write to the HCA Primary Care Chief Executive Officer/ Chief Medical Officer at the address above or via email at [PA.ClinicalDirectors@hcaprimarycare.co.uk](mailto:PA.ClinicalDirectors@hcaprimarycare.co.uk)

You will need to do this within 6 months of the date of the final written response. You will receive an acknowledgment of the appeal within three working days of receipt (unless a full reply can be sent within 5 working days).

Our Chief Executive Officer / Chief Medical will ensure a comprehensive review is completed of your complaint. This will include a review of the correspondence and handling of the concerns you have raised at the first stage. You may also be offered a meeting (or a call) to help us in resolving your concerns. This review will either confirm the decisions and actions taken at stage 1 or offer an alternative solution.

You will receive a full response within 20 working days from receipt of the appeal or, if the Chief Executive Officer's investigations are still in process, a letter to keep you updated should be sent every 20 working days until the matter is resolved.

## **What happens if I'm still unhappy?**

If you remain dissatisfied following the completion of the internal review of your complaint, you can request an independent external adjudication by the Independent Sector Complaints Adjudication Service (ISCAS).

You can request the independent adjudication of your complaint by writing to:

Independent Sector Complaints Adjudication Service,  
70 Fleet Street, London EC4Y 1EU  
[www.iscas.org.uk](http://www.iscas.org.uk)  
Tel : 020 7536 6091  
Email : [info@iscas.org.uk](mailto:info@iscas.org.uk)

You will need to write to the ISCAS Secretariat within six months of the final decision of our internal review. You will need to clarify in writing which aspects of your complaint you wish to refer to adjudication and give your consent to the ISCAS process and the release of any relevant case and clinical records.

The Secretariat will then inform us of your request for adjudication, and we will then send all the relevant information to the Secretariat as requested.

You do not have to pay a fee for this service as the costs are met by the ISCAS membership HCA Primary Care's parent company (HCA International) holds.

The ISCAS will confirm with us that your complaint has completed stages 1 and 2 and then will request clarification from you that you are willing to agree to the terms of the ISCAS. The ISCAS will appoint a Principal Adjudicator, who is independent of the ISCAS and its membership, and who will agree the key points of your complaint with you.

They will provide a written acknowledgement to complainants of their request for independent external adjudication within three working days of receipt of the request. The ISCAS will keep you updated on the progress of the adjudication of your complaint and will do this, at a minimum, every 20 working days.

The adjudication process is intended to bring about a final resolution of the complaint for both parties. It is important that you understand the binding nature of the adjudication process:

- The finality of the decision by the adjudicator
- Any decision and/or goodwill gesture awarded by the adjudicator brings the complaint process to a close.

The Independent Adjudicator will consider a wide range of remedies, including asking the ISCAS provider member to

- provide an explanation and apology, where appropriate
- take action to put things right
- share details of how the organisation has learnt from the complaint and any changes made as a result
- to offer a goodwill payment in recognition of shortfalls in complaint handling, inconvenience, distress or any combination of these, up to a limit of £5,000.

Where any aspect of your complaint might give rise to a clinical negligence claim, your right to seek independent legal advice remains.

## Questions

If you have any questions about the HCA Primary Care Complaints Policy, please contact us at [PA.ClinicalDirectors@hcaprimarycare.co.uk](mailto:PA.ClinicalDirectors@hcaprimarycare.co.uk)