PATIENT INFORMATION

Raising a concern or complaint

Your feedback helps us keep improving the care we give you.

We want to hear from you

At Doctor Now and The Beaconsfield Clinic, we aim to give you the highest standard of care. If something hasn't gone as well as it should, please tell us. We take every comment, concern and complaint seriously, we keep it confidential, and we use what you tell us to improve. Raising a concern will never affect the care you receive from us, now or in the future.

Start by talking to us

Most concerns can be sorted out quickly. Speak to any member of our team and they'll try to put things right straight away. If they can't, our **Practice Manager** will look into it, contact you within **1 working day** to agree what happens next, and aim to resolve it within **5 working days**. You can ask for a formal complaint at any time.

How to contact us

In person	By phone	By email	In writing
Speak to any member of our team	01494 410 888 Ask to speak to the Practice Manager	info@doctornow.org or liz.rosies@doctornow.org for a formal complaint	Little Hall Barn, Windsor End, Beaconsfield, Buckinghamshire HP9 2JW

How we will handle your complaint

STAGE 1 — We investigate

Write to us by letter or email, telling us what happened and what you would like to happen. Please do this within 6 months of the event, or of finding out about it.

3 working days We acknowledge your complaint and offer to meet you.

20 working days Our Head of Clinical Governance investigates and sends you a full written reply, or an update if we need longer.

Most complaints are resolved at this stage.

STAGE 2 — Senior review

If you're not happy with our reply, you can ask a senior manager who wasn't involved at Stage 1 to look at it again.

6 months Ask in writing within 6 months of our Stage 1 reply.

3 working days We acknowledge your request and offer to meet you.

20 working days You receive a full written reply or a response if it is taking longer to resolve than expected.

STAGE 3 — Independent review

If you're still not happy, you can ask the Independent Sector Complaints Adjudication Service (ISCAS) to review your complaint. ISCAS is fully independent of us and there's no charge to you.

6 months Contact ISCAS in writing within 6 months of our Stage 2 reply.

Binding The adjudicator's decision is binding on us.

What we will always do

- Listen carefully and treat you with respect.
- Keep your information confidential and secure.
- Investigate thoroughly and fairly.
- Apologise and explain where things have gone wrong.
- Tell you what we've learned and what we'll change.
- Support you if you need extra help, such as translation or large print.
- Never disadvantage you for raising a concern.

Good to know

- If someone is raising a concern for you, we'll ask for your written consent.
- We aim to complete each stage within 3 months. If an investigation takes longer, we'll update you at least every 20 working days.
- Accepting a goodwill offer doesn't stop you contacting a regulator.
- If you choose to go to Stage 3, any goodwill offer we have made will be withdrawn.
- If you need help putting your complaint in writing, or information in another format or language, just ask.

Other organisations you can contact

You can contact these organisations at any time. You don't have to wait until our process has finished.

Care Quality Commission (CQC)

We're registered with and inspected by the CQC. It can't investigate individual complaints, but it wants to hear about your experience of care.

www.cqc.org.uk | 03000 616161

General Medical Council (GMC)

For concerns about a doctor's conduct or fitness to practise.

www.gmc-uk.org

Nursing and Midwifery Council (NMC)

For concerns about a nurse or midwife.

www.nmc.org.uk

Independent Sector Complaints Adjudication Service (ISCAS)

ISCAS, CEDR, 3rd Floor, 100 St Paul's Churchyard, London EC4M 8BU

020 7536 6091 | info@iscas.org.uk | iscas.cedr.com

Want to talk to someone about a complaint?

Liz Rosies, Head of Clinical Governance and Quality Assurance

liz.rosies@doctornow.org | 01494 410 888 | Little Hall Barn, Windsor End, Beaconsfield, Buckinghamshire HP9 2JW

We handle your information in line with UK GDPR and our privacy notice, which you can ask us for at any time. We only share what's needed to investigate your concern properly.