

Patient Complaints

Regulation 11 Need for Consent

Regulation 16 Receiving and acting on complaints

Regulation 20 Duty of Candour

At New Smile Fulham, we want to ensure that all our patients are pleased with their experience of our service. We take complaints very seriously indeed. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible. Our procedure is based on these objectives.

New Smile Fulham, has an effective complaints system in place to ensure that identifying, receiving, recording, handling and response to any comments, observations or complaints occurs within a strict timetable which is clearly documented. The code of practice is available in our patient information folder and all patients and visitors are confident that they will be listened and responded to without fear of discrimination.

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, e mail, in writing or by the means of communication most suited to the individual.

Where they lack confidence or require help, they will be supported by staff members. Their complaint will be fully documented and fairly dealt with and following investigation, lessons learned can lead to changes being made to avoid future complaints.

These clear complaint procedures are monitored and reviewed and the named contact who is accountable for doing this is **Nicole Toogood**.

Patient Complaints Procedure

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/her to **Nicole Toogood** immediately. If **Nicole Toogood** is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

- If the patient complains in writing the letter will be passed on immediately to **Nicole Toogood**
- Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
- A written response to a complaint with accompanying copy of our code of practice will be sent as soon as possible, normally within two 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.

- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- Proper and comprehensive records are kept of any complaint received.

If patients are not satisfied with the result of our procedure then a complaint may be made to:

- The Dental Complaints Service for complaints about private treatment Stephenson House, 2 Cherry orchard, Croydon, CR0 6BA Phone 08456 120 540
Email: info@dentalcomplaints.org.uk
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 0845 222 4141 (UK local rate) Email: standards@gdc-uk.org
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone 03000 616161
Email: enquires@cqc.org.uk
- Parliamentary and Health Service Ombudsman - <http://www.ombudsman.org.uk/make-a-complaint>

Citizens Advice - www.citizensadvice.org.uk/

Private complaints can only be addressed, that are raised within 12 months of the treatment taking place or within 12 months of becoming aware that the patient has something to complain about.

New Smile Fulham Code of Practice for Patients Who Wish to Raise Concerns

In this practice we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously. If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction both promptly and professionally.

Private complaints can only be addressed, that are raised within 12 months of the treatment taking place or within 12 months of becoming aware that you have something to complain about.

Our aim is to respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any concerns about the service we provide in this practice, is the Practice Manager, who is: **Nicole Toogood**.

If a patient raises an issue, they are unhappy about on the telephone or at the reception desk, after listening to a description of the problem, we will immediately contact the Practice Service Coordinator. Should the designated person or other responsible person not be available at the time, the patient will be informed when they will be available, and arrangements will be made for the two to meet or speak. The member of staff will take brief details of the concern and pass them to the Practice Manager.

If a patient writes to express their concern, the letter will be passed on to the relevant person immediately.

We will acknowledge any concerns raised in writing within two days. If a concern has been raised in writing, the written acknowledgement will also include a copy of this Code of Practice, again, normally within two working days. We will investigate the concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

Proper and comprehensive records are kept of any concerns or complaints received.

If, for any reason, a patient is not satisfied with the outcome or the procedure, he/she may refer to:

- The Dental Complaints Service for complaints about private treatment Stephenson House, 2 Cherry orchard, Croydon, CR0 6BA Phone 08456 120 540
Email: info@dentalcomplaints.org.uk
- _____The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body) Phone: 0845 222 4141 (UK local rate) Email: standards@gdc-uk.org
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone Email 03000 616161 enquires@cqc.org.uk
- Parliamentary and Health Service Ombudsman - <http://www.ombudsman.org.uk/make-a-complaint>
- Citizens Advice - www.citizensadvice.org.uk/

Code of Practice

Ensure you have in your patient information folder the code of practice for patients about how to raise concerns. Give (or send) any patient who raises a concern, the New Smile Fulham Code of Practice for Patients Who Wish to Raise Concerns.

Complaints Process

Please ensure all complaints are logged on the tracker on CFI and updated until resolved.

When a complaint arises that cannot be resolved verbally at that time, please inform **Nicole Toogood** immediately to support.

Duty of Candour

the quality of being open and honest; frankness:

"a man of refreshing candour" synonyms: frankness · openness · honesty · candidness

Health and Social Care Act -Regulated Activities Regulation 20 Duty of Candour

At New Smile Fulham we apply this regulation by;

Telling the patient receiving care when harm has happened, we will provide all the relevant information and apologise.

Agree with the patient receiving care that has been harmed what further actions are necessary.

Write to the patient receiving care to tell them what has happened and the result of any further actions they have taken.

We will always be open and honest with our patients, but the Duty of Candour should only apply when there has been significant harm.

Significant harm means, for example, that: a serious injury has occurred or there is a long-lasting effect on a person's health or well-being.

This policy and relevant procedures will be reviewed annually and are due for review on: **31.07.2021** or prior to this date in accordance with new guidance or legislative changes.

Complaints Policy – Training

Practice training in relation to the above procedure has been undertaken.

I have sought clarification on any content of the training and procedures that I have not fully understood before signing this training record.