

Complaints Policy and Procedure.



Policy Outline

At Revive Medical Solutions Ltd, we are committed to providing high-quality medical services to our patients. We understand that sometimes things can go wrong, and patients may have concerns or complaints about the care they have received. Our complaints policy and procedure provides a framework for managing and resolving complaints in a fair, open, and transparent manner.

Legal Framework

Whilst Revive Medical Solutions Ltd understand that not all these regulatory bodies will relate to their practises, it is best practise that they are understood, and that policies aim to follow the guidance and regulations set out by regulatory bodies in the same sector.

In England, several laws and acts govern the rights of patients to make complaints about the care they have received and the obligations of health and social care providers in responding to those complaints. Some of the key laws and acts include:

1. The National Health Service (NHS) Constitution: This sets out the rights and responsibilities of patients, including the right to make a complaint about their care and to have that complaint addressed in a timely and appropriate manner.
2. The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: This sets out the legal requirements for registered health and social care providers, including requirements for managing and responding to complaints.
3. The Patient Advice and Liaison Service (PALS): This provides support and advice to patients and their families who have concerns or complaints about their care. PALS can help patients resolve their concerns informally or, if necessary, escalate the complaint to the relevant regulatory body.
4. The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009: This sets out the requirements for local authorities and NHS bodies

to manage and respond to complaints, including the requirement to provide a written response within a specified timeframe.

5. The Care Quality Commission (CQC): As the independent regulator of health and social care in England, the CQC has the power to investigate complaints and take enforcement action against health and social care providers that fail to meet required standards.

These laws and acts provide a framework for ensuring that patients have the right to make complaints about their care and that health and social care providers are accountable for responding to those complaints in an appropriate and transparent manner.

Making a Complaint

Patients have the right to make a complaint about any aspect of the care or treatment they have received from Revive Medical Solutions Ltd. Complaints can be made verbally or in writing and should be addressed to the Registered Manager.

If a patient makes a verbal complaint, the Practice Manager will listen to the patient's concerns, provide an explanation, and if necessary, offer an apology. If the complaint cannot be resolved immediately, the Registered Manager will record the complaint and advise the patient of the next steps.

If a patient makes a written complaint, the Registered Manager will acknowledge receipt of the complaint within three working days. The Registered Manager will then investigate the complaint and provide a full response within ten working days. If a full response cannot be provided within ten working days, the Registered Manager will advise the patient of the expected timescale for a response.

Investigating the Complaint

The Registered Manager will conduct a thorough investigation of the complaint, gathering all relevant information and speaking to all parties involved. The Registered Manager will also

review any relevant policies and procedures and seek advice from relevant colleagues if necessary.

Resolving the Complaint

The Registered Manager will use the information gathered during the investigation to resolve the complaint. If a resolution can be reached, the Registered Manager will communicate this to the patient in writing.

If the complaint cannot be resolved to the patient's satisfaction, the Registered Manager will advise the patient of their right to escalate the complaint to the NHS Complaints Advocacy Service or the Care Quality Commission (CQC).

Record Keeping

All complaints and their resolution will be recorded in a confidential log maintained by the Registered Manager. This information will be used to identify any patterns or trends in complaints and to inform any necessary improvements to the service provided by Revive Medical Solutions Ltd.

Conclusion

At Revive Medical Solutions Ltd, we believe that listening to and resolving patients' complaints is an important part of maintaining high-quality medical services. Our complaints policy and procedure provides a framework for managing and resolving complaints in a fair, open, and transparent manner. We are committed to continuously improving our services and welcome feedback from our patients.

Review

Last Reviewed	Next Review Due	Who Reviewed
11/02/2023	11/02/2024	S