Primary Care Directorate

GP Support Unit

PALS/Complaints/Feedback Process

Document Control

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1.0	June 2023	Dr Delroze Miah	QAG	

Pals/Complaints/Feedback Process

PATIENT COMMUNICATION RECEIVED

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Acknowledge within three working days

Inform next steps

Offer patient contact: F2F or telephone

Send to Q&C Lead to log on Datix

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Obtain practitioner's response

Advice – defence union support

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ELFT PALS ←

FIT FOR PURPOSE CHECK

Use NHSE guidelines Appendix 1

- How to write, format, content

→ GPSU Clinical Director

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SIGN OFF

- CEO for Formal, via NHSE, via MP etc.
- PALS local service manager

Send signed letter to patient and Q&C Lead

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RECORD

- Complaint
- Actions
- Lessons Learned