



Surrey Physio

Zero Tolerance, and Complaints Procedure

ZERO TOLERANCE

Verbally or Physically Abusive Behaviour

We understand that you may be in pain, or maybe you had a bad day. We understand that sometimes you feel a simple request is not being followed, or you do not see the logic in our actions. However, there are certain procedures and protocols that we have to follow when providing your care. Rules, policies and procedures are often protocols set by NHS England or the Clinical Commissioning Group.

Please note that Surrey Physio operate a “Zero Tolerance” policy and any patient who commits an act of violence against any member of staff or other patient, or behaves in such a way that a staff member fears for their safety, then we will report you to the police, or discharge you immediately with a letter to your GP explaining why.

EXPECTED STANDARDS OF BEHAVIOUR

Surrey Physio has a legal duty to provide a safe and secure work environment for our staff. That means we are legally responsible for our staff’s safety and we must protect the people who work with us from any threatening behaviour. Any abusive behaviour towards our staff will not be tolerated.

The following list are examples of unacceptable standards of behaviour:

- Shouting (if you can be heard from outside of the treatment room, you are probably shouting).
- Shouting while on the telephone to us.
- Swearing while on the telephone to us.
- Standing up and pointing or arm gesturing in a threatening manner when the medical practitioner is sitting.
- Violence.
- Derogatory racial or sexual remarks.
- Malicious allegations relating to members of staff.
- Having consumed alcohol or taken recreational drugs prior to your appointment.
- Wilful damage to property.
- Theft.
- Threats or threatening behaviour.

Please remember that we are doing our best to help you.

SCANS VIA THE NHS

I want a Scan!

Occasionally a small number of patients will get upset when they request a scan but we decline. We would, of course, love to send every patient for a scan, but we are bound by strict rules set by NHS England on what we can and cannot scan. A lot of patients come to us to ask for a scan, and in many instances the protocols will not allow us to send for a scan on the NHS.

My Doctor Said I can get a Scan through you:

At present, we have no ability or access to refer you directly for a scan or X-ray, and this is set by the Clinical Commissioning Group. Please do not get frustrated with us, it is just the rules we have to abide by. We are unable to send you for a scan.

Why?

The Clinical Commissioning Groups throughout England recognise that sending patients for scans is expensive, and regularly requested. The costs are significant and in many cases the CCGs do not have funds to simply scan every patient who wants a scan. If there are serious red flags, or we feel your life is in danger, then of course we will take steps to get you to the relevant people who are able to scan you.

But I pay my taxes, I am entitled to it!

This is something that patient's say to us a lot. We all pay our taxes. But that does not mean there are funds available across the country to scan everyone who wants a scan. The same rules apply for everybody.

I am on Benefits, so I am entitled to a scan!

This is something that patients also say to us, and being on benefits or being an overseas student using NHS cover does not entitle you any more or less than anybody else.

Can I pay for a Scan?

Yes you can pay for a scan. We can refer you privately for an MRI scan (cost approximately £200 at the weekend or £250 during the week). We do not take commission for doing this. We are able to provide it to help you.

WHAT AM I ENTITLED TO ON THE NHS?

We provide musculoskeletal (MSK) care for an initial assessment and up to a number of other sessions depending on the authorisation allowed by each Clinical Commissioning Group. We cannot go over that number because we are bound by what is set by the CCG. The MSK and physiotherapy service is not designed to be a chronic pain service where we just give unlimited treatment. There is just not the funds to pay for it. NHS clinics throughout the UK provide limited physiotherapy/MSK care because patients are encouraged to self-manage, to self-rehabilitate, to get fit, to stop smoking, to lose weight, to take the necessary work and lifestyle changes to improve their pain. Following a healthy lifestyle will often improve your situation, as will reducing stress, and using coping mechanisms. We would love to treat you indefinitely. Alas, it just is not funded. So please bear with us, we are doing as much as we can within the limits set, which is outside of our control.

COMPLAINTS

Please first consider that we are trying our best to help you. It may not feel like it, but we are. The team are a caring group of practitioners who all have the intention of reducing your pain and helping you to make a recovery from your injury or illness.

If you feel we have failed to live up to your expectations in any aspect of our work, there is a Complaints Procedure for you to use. The aim in every case is to give you a quick, but thorough, response to your concerns.

You can make a complaint in writing, by fax, email, telephone or in person (by appointment please). Correspondence should be addressed to:

Mrs Lorraine Carey,
Group Practice Manager
1 Upper Selsdon Rd
Croydon
CR2 8DD

Tel: 0208 651 3315

Fax: 0208 685 6901

e-mail: lorraine@surreyphysio.co.uk

If you are writing, faxing or emailing your complaint, please provide your telephone number if a response by telephone would be convenient. If not, we will usually reply by email unless you request otherwise.

Please indicate clearly the time, date, location and the member of staff which is relevant to your complaint (in as much detail as possible), in the first instance speak to physiotherapist or the member of staff concerned, as it may be possible to resolve it straight away.

If you do not have this information or if this is not possible, please contact the clinic involved, who will give you the contact details for the most appropriate person.

We will acknowledge your complaints within two working days and fully respond within ten working days.

Right to Appeal

If you are not satisfied with a complaints decision, you may appeal, in writing, within seven working days. The Group Practice Manager will aim to respond to the appeal within ten working days of receiving your written request.

All appeals must set out the grounds on which you are making the appeal.

If however you are not satisfied, please contact your GP who can discuss the case with us – this may well be enough to resolve the issue.

If however you are still not fully satisfied you can make a complaint to the Chartered Society of Physiotherapy at the address below.

Complaints Officer, The Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED, alternatively you can telephone 020 7306 6666.

Please be mindful that complaints take time to investigate, are stressful for us as well as you, and draw us away from patient care.

WHAT DID WE DO WELL?

Perhaps your therapist looked after you particularly well, or you had short waiting times, or you were cared for during your treatment. Try to focus on positive things. Our staff are motivated to provide you with the best possible care and providing feedback when things go well help keep our team motivated and helps your care too. Please do consider offering praise to our team when things go well.

Send your Feedback at:

www.surreyphysio.co.uk/feedback

