



Oifig an Stiúirthóra Cúnta Náisiúnta
Clár Cúraim Pobail Feabhsaithe &
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Feidhmeannacht na Seirbhíse Sláinte
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Date: 30th of May 2023

NCO Ref- NCO-19-2023

Re: Patient Centred Complaints Policy and Procedure (Non Clinical Complaints)

Dear Doctor,

I refer to the above and in particular to **Paragraph 2.4.2** of the 2019 GP Agreement:-

Complaints Policy and Procedure – The parties are in agreement that GMS contract holders will operate a patient centred complaints policy and procedure, in line with agreed guidance. The existence and availability of the policy and procedure will be communicated to patients via visible notices in the practice and via the practice’s website, where such exists. Each GP will be required to confirm the existence of their practice’s policy and procedure as part of the annual compliance assurance process (as outlined at 2.4.4 of the agreement).

I am writing to remind you of the above obligation, as a GMS GP contract holder, arising under the 2019 Agreement and the requirement that you confirm the existence of your practice’s policy and procedure (in respect of the management of non clinical complaints), to the HSE, as part of the annual compliance assurance process. If you wish you may also use the procedure for clinical complaints, though patients will retain their right to appeal or go directly to the Irish Medical Council.

While the 2019 Agreement intentionally avoided being overly prescriptive in terms of the form and content of each GP Practice’s Policy and Procedure, the HSE is aware that some medical indemnity providers have supplied sample complaints policies to their customers and is in agreement with the adoption of same or versions that are closely aligned with same, for use in general practices, for the purposes of fulfilling the obligations under the Agreement. You may wish to contact the Irish Medical Organisation directly for more information in this regard.

I wish to advise that this requirement also applies to new GMS contractors who will be required to confirm to the HSE, the existence of the Complaints Policy and Procedure that will operate in their practice as part of the standard GMS Contract award process.

Thank you for your continued co-operation in this matter.

Yours sincerely,

General Manager, National Contracts Office
c.c. Primary Care Unit Managers, Heads of Primary Care