

We always try to provide an excellent service, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

If you wish to make a complaint, please write, or use the enclosed form, to our Practice Manager, at the address on the front of this leaflet. You may also talk to anyone of our Management Team, in confidence, when you are in the surgery. We will acknowledge your complaint within 3 working days. Full details of your complaint will be considered on receipt and a decision made as to how best to undertake the investigation. You will be informed by letter of the actions we are to take.

We think it is important to deal with complaints swiftly but if we have to make a lot of enquiries it might take longer and you will be kept informed.

We will try to

- a) address your concerns fully;
- b) provide you with an explanation; and
- c) detail any action that may be needed.

If you are dissatisfied with our conclusions you may seek an appointment with the Practice Manager or one of our Practice Partners to have a meeting to discuss your concerns. We hope that at the end of the meeting you will

be satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate authorities. Contact names are on the back of this leaflet. Our Practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

If you use this procedure it will not affect your right to complain to the Ombudsman if you so wish. The appropriate contact address for the Ombudsman is printed on the reverse of this leaflet.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by that patient in person, a standard Patient Consent Form can be obtained from the Practice Reception for the patient to sign if necessary.

Please be assured that your complaint remains completely confidential and is kept entirely separate from your NHS Medical Records. It will have no influence whatsoever on your future treatment.

You are also entitled to refer your complaint to:

Customer Contact Centre (CCC)
NHS England, PO Box 16738
Redditch, B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

If you remain dissatisfied with the outcome of your complaint internally or via NHS England, you have a right to refer the matter to:

The Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Tel: 03450154033
Website: www.ombudsman.org.uk

PRACTICE COMPLAINTS PROCEDURE