

COMPLAINTS BROCHURE

We welcome compliments, suggestions, or concerns about the service you have received from the doctors or any of the staff working in this practice

We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

As a patient of the NHS you have a right to:

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Be informed of the outcome of your complaint
- Take your complaint to the Health Service Ombudsman if you are not satisfied with the outcome

How to complain (Local Resolution)

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, in writing, of the nature and detail of your complaint.

We will acknowledge your complaint within three working days and offer to make arrangements to discuss your concerns. We will also give you an idea of how long our investigation may take;

- We will then investigate your complaint within the practice;
- We will keep you informed of the progress of our investigation;
- We will send you a response explaining the outcome of our investigation and any actions to be taken as a result;
- We will aim to have looked into your complaint within 10 working days of the date when you raised it with us. When we look into your complaint, we shall aim to:
 - Find out what happened and what went wrong;
 - Make it possible for you to discuss the problem with those concerned, if you would like this;

- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to the Primary Care Trust

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice, but this does not affect your right to approach the local Primary Care Trust. If you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation, you may contact: The Complaints Manager, NHS Surrey, Cedar Court, Leatherhead, Surrey, KT22 9RX. Tel: 01372 201715

Help and Advice

You may also receive advice from:

The Patient Advice and Liaison Service (PALS)

Tel. 01372 201723

Email: pals@surreypct.nhs.uk

Or

The Independent Complaints Advocacy Service (ICAS)

South East Regional Office

18 Wellington Square

Hastings

East Sussex TN34 1PB

Tel: 0845 6008616

E-mail: southeast.icas@seap.org.uk

What to do if you are not happy with our response

If you are not happy with our response (local resolution) you can ask the Health Service Ombudsman for an 'independent review'. Their details are as follows:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel. 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk