

COMPLAINTS - PATIENT INFORMATION

We always strive to give you the best service possible, however there may be times when you feel this has not happened. If you have a complaint, concern or suggestion about the service we provide for you, please let us know. This leaflet explains what to do if you have a complaint about the service we provide for you.

We operate a Practice complaints procedure as part of an NHS complaints system, which meets national criteria. We hope you will use our procedure to allow us to look into, and endeavour to put right, a problem you have identified or mistake that has been made. ***Under no circumstances will any complaint we receive adversely affect the care we provide or arrange for any patient.***

HOW TO COMPLAIN

Many problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve a problem in this way and wish to make a formal complaint, please do so AS SOON AS POSSIBLE - ideally within a matter of a few days. This will enable us to establish what happened more easily. If that is not possible your complaint should be submitted within 12 months of the incident that caused the problem, or within 12 months of discovering the problem.

If your problem is not resolved at the time and you wish to make a formal complaint, you should speak or write to our Practice Manager, Mrs Gill Wolf . Try to provide as much information as possible (you may wish to use the attached form) so we can make sure we deal with your concerns promptly and in the correct way.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated it within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish.

You will usually be offered an appointment for a meeting to discuss matters. You are welcome to bring a friend or relative with you to the meeting. We will try to address your concerns fully. We will be open, fair and accountable, and will discuss with you any action that may be needed.

When we investigate your complaint we will look at the circumstances, discuss the problem with those concerned, make sure you receive an apology if this is appropriate, and take steps to ensure the problem will not arise again.

Following our investigations you will receive a letter setting out the results. We hope, you will feel satisfied that we have dealt with the matter thoroughly. If you are unhappy with our response following our investigation, we would welcome the opportunity to respond further. We would be happy to meet with you to try to resolve any remaining issues.

Our final response will not affect your right to take the matter to another Authority if you wish.

HELP AND SUPPORT

NHS ENGLAND their website contains information on how to give feedback or make a complaint;
www.england.nhs.uk/contact-us/complaint/ Telephone; 0300 3112233 / e mail England.contactus@nhs.net

The NHS NEW Devon CCG website contains information on how to raise a concern regarding NHS Services and may help you choose who to direct your complaint to ; <http://www.newdevonccg.nhs.uk/information-for-patients/patient-advice-and-complaints/100081>

The Patient Advice and Complaints Team (PACT) provides patients, carers, family members, the public and staff in northern, eastern and western Devon with help, advice and support with concerns or comments relating to NHS services.

Telephone: **0300 123 1672**

Email:

- **Concerns and feedback:** PALS.Devon@nhs.net
- **Complaints:** d-ccg.patientexperience@nhs.net
- **Post:** Patient Advice and Complaints Team, NHS NEW Devon CCG, FREEPOST EX184, County Hall, Topsham Rd, Exeter EX2 4QL

Unresolved issues may be directed to the **NHS Commissioning Board:**

NHS Commissioning Board
PO BOX 16728
Redditch
B97 9PT
National call centre tel: 0300 311 22 33

The Independent Complaints Advocacy Service (ICAS) provides free help and support for people bringing formal complaints to the NHS. This is an independent and confidential service available in this area through South England Advocacy Projects (SEAP).

ICAS can be contacted on 0845 120 3782.
(open 9am-5pm Monday to Friday, Thursdays open 9am-7pm)

TAKING IT FURTHER

If you remain dissatisfied you may refer the matter to:

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

tel 0345 0154033
www.ombudsman.org.uk

*Policy updated Aug 2018
Policy updated May 2017
Reviewed March 2014 no changes
Reviewed May 2015 no change
Updated Sept 2020*

WOODBURY SURGERY - COMPLAINT FORM

PATIENT NAME: _____

DATE OF BIRTH: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

Complaint details: (include dates, times, and names if known, and continue on a separate sheet if necessary)

SIGNED **Date**

Print name

COMPLAINING ON BEHALF OF SOMEONE ELSE

We have to respect our duty of confidentiality to patients. If you are complaining on someone else's behalf, you must have their full knowledge and express permission to do so. Please complete the details below. Written authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

PATIENT COMPLAINT – THIRD-PARTY CONSENT

PATIENT AUTHORISATION FOR A THIRD PARTY TO MAKE A COMPLAINT OR ENQUIRY INVOLVING THE PATIENT'S MEDICAL CARE.

PATIENT DECLARATION

NAME: _____

DATE OF BIRTH: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

I fully consent to my Doctor releasing information to, and discussing my care and medical records with, the person named below.

This authority is **for an indefinite period / for a limited period only** (delete as appropriate)

Where a limited period applies, this authority is valid until (insert date)

Signed (the Patient)

Date

THIRD PARTY ENQUIRER / COMPLAINANT DETAILS

NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____
