

MAKING A COMPLAINT

If you have any complaints or concerns about the service that you have received from the Doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time that 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** - ideally within a couple of days or at most a few weeks.

This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of the complaint:

Within 6 months of the incident that caused the problem or
within 6 months of discovering that you have a problem, provided that it is within 12 months of the next incident.

In Person - Ask to speak initially to the Office Manager who will then direct you to the Practice Manager if appropriate

In Writing - Some complaints may be easier to explain in writing—please give as much information as you can, then send your complaint for the attention of the Practice Manager Hayley Slatter

WHAT WE SHALL DO

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date that you raised the complaint with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

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

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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 his/her permission to do so.

A letter of consent signed from the person concerned will be needed, unless they are incapable (because of illness) of providing this.

WHAT YOU CAN DO NEXT

We hope that, if you have a problem, you will use our practice complaints procedure

We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice where appropriate.

If you feel that you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint, you can initially contact the Patients Advice and Liaison service (PALS) Tel: 0300 200 8844 This does not affect your right to also contact NHS England. NHS England provide confidential advice and support.

You can contact them by post at;
NHS England, PO Box 16738, Redditch
B97 9PT Telephone 0300 311 2233

Monday to Friday 8am to 6pm
(Excluding English bank holidays)

By email; England.contactus@nhs.net

Please address all correspondence of the attention of the complaints manager.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Care Quality Commission to review your case. The Care Quality Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on 020 7448 9200 or write to them at:

Healthcare Commission (Complaints team)
Peter House, Oxford Street, MANCHESTER
M1 5an www.healthcarecommission.org.uk

HELP US TO GET IT RIGHT

Our aim is to provide the highest level of care for all our patients.

We will always be willing to listen if there is any way that you think we can improve the service we provide.

We constantly try to improve the procedures & services that we offer.

Please let us know when you think we have done something well, or if you have any suggestions as to how we can do something better.

**Please address all correspondence to the Practice Manager
Hayley Slatter**



Old Town Surgery

Curie Avenue, Okus
Swindon SN1 4GB

Fax: (01793) 521234

Tel: (01793) 616057

Email; ots@nhs.net



COMMENTS, COMPLAINTS AND SUGGESTIONS