

PATIENT INFORMATION LEAFLET

Complaints, compliments, suggestions or concerns.

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 using our complaints form, telephone or email.

- We will acknowledge your complaint within 3 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 as soon as reasonably practicable from the date 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.

The Complaints Manager for the Practice is Julia Storr – Practice Manager,
Email: sxicb-wsx.newtons.reception@nhs.net

We also welcome feedback, plaudits, suggestions and comments from our patients.

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. Complaints Helpline 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

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.

Help and Advice

You may also receive advice from:

NHS Sussex Complaints Team: 0300 140 9854 (excluding weekends and bank holidays)

Via Post:
NHS Sussex, Sackville House, Brooks Close, Lewes, BN7 2FZ

Email: sxicb.complaints@nhs.net

If you are making a complaint, please put **"For the attention of the complaints team"** in the subject line.

Or for hospital related complaints:

Patient Advice and Liaison Service (PALS): Princess Royal Hospital 01444 448678

Email: uhsussex.pals@nhs.net

By Post: PALS, Royal Sussex County Hospital, Eastern Road, Brighton. BN2 5BE

Other useful contacts:

Independent Complaints Advocacy Service (ICAS) - West Sussex Phone: 0300 303 8536

Email: icas@westsussexcab.org.uk