

# **THE PORTCHESTER PRACTICE**

Dr J Sims | Dr A Ashworth | Dr B Sales | Dr A Lawrie | Dr J Perry

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## **PATIENT COMPLAINT INFORMATION LEAFLET**

If you have a complaint or concern about the service you have received from the Doctors, or any of the staff working in our practice, please let us know.

We operate a complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

### **HOW TO COMPLAIN**

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, ideally within a matter of days or at the 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 your complaint:

- Within 12 months of the incident that caused the problem, or
- Within 12 months of discovering that you have a problem.

Complaints should be addressed to our Practice Manager. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. The practice manager will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### **WHAT WE SHALL DO**

We shall acknowledge your complaint within 3 working days and devise a plan for investigation and completion.

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 does not 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.

### **OTHER SUGGESTED SOURCES OF ADVOCACY**

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 other

advocacy sources, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.