

If you are dissatisfied with the outcome

You have the right to approach the Health Service Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) is based at St Mary's Hospital and provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

Newport
Health
Centre

Complaints Procedure

Patients Information



Appointments 01983 522060

Enquires 01983 523525

Introduction

We are always pleased to receive suggestions for improving our services and we like getting compliments as well. We hope you will never have cause for serious complaint but if you do this leaflet explains our procedure which is aimed at a quick resolution of the problem

Complaints Procedure

The doctors and staff at Newport Health Centre strive to deliver high quality patient care at all times and in all areas of contact with the patient or the patient's representative. We are realistic enough to appreciate that there are times when less than efficient service may be given or instances where the patient is less than happy with the service they have received.

In order to attain and maintain high standards of care, feedback is needed from those to whom the care is delivered. One mechanism is the complaints procedure.

As a patient, you have a right to complain about any aspect of the service with which you are less than satisfied, and the Surgery has produced this Complaints Procedure to assist you through this.

Any complaint you wish to make can be accepted either in writing or verbally, and should preferably be addressed in either case to the Surgery Manager. If you feel the doctor is the most appropriate person to approach, you are free to do so.

If your complaint is written, you will receive acknowledgment within two working days from receipt.

If your complaint is verbal, you will receive written acknowledgment within two working days, with a factual statement of what is perceived to be the complaint.

Any complaint you make will be investigated and you will receive a written report from the Surgery as to the outcome of the investigations and, where appropriate, the steps taken to ensure the situation does not recur.

If considered appropriate by all parties, you will be invited to attend the surgery to discuss the matter with the Practice Manager and, where appropriate, one or more of the doctors, following which you will receive a written statement from the Surgery as to the discussion and the outcome.

Where other parties are involved, you will be kept informed as to the steps being taken to obtain their statements.

The Surgery will strive to deal with complaints in a methodical and efficient manner in order to bring about an equitable conclusion.

It is sincerely hoped that any complaint you have about the Surgery can be dealt with by those responsible for ensuring patient care and delivery of services within the Surgery, but there are times when you may feel this is inappropriate, or you may not be happy with the results of the complaints procedure. You have the right, therefore to complain to the IOW CCG's Complaints Officer or the Health-care Commission

Should you wish to discuss any part of this document with the Practice Manager or a Partner, please contact Receptionist and ask for an appointment.

If you feel uncomfortable about approaching the Surgery directly you can contact the Patient Participation Group who will raise the complaint on your behalf their contact details are available on the notice board in the surgery.