

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Woodlands Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

PATIENT SERVICES (FORMERLY KNOWN AS PATIENT ADVISORY LIAISON SERVICE (PALS))

Patient Services provide a confidential service designed to help patients get the most from the NHS. Patient Services can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local Patient Services office can be found via website <https://www.oxfordshireccg.nhs.uk/about-us/patient-services.htm>

Or via Freephone: 0800 052 6088 or via email OCCG.patientservices@nhs.net

NHS COMPLAINTS ADVOCACY SERVICE

NHS Complaints Advocacy Service is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found at **SEAP** P O Box 375, Hastings, TN34 9HU, **Tel:** 03003435718 **Website:** www.seap.org.uk

CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk/>



Feedback & Comments Leaflet
LET THE PRACTICE KNOW YOUR VIEWS

PRACTICE PARTNERS

Dr May Chong
Dr Emma Halliday

Please Take a Copy

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

LET THE PRACTICE KNOW YOUR VIEWS

Woodlands Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO SUBMIT YOUR COMPLAINT

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please ask if you can see the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If you are unable to speak to the practice manager you can also email us on woodlands.feedback@nhs.net.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

Within 6 months of the incident that caused the problem **OR**

- Within 6 months of discovering that you have a problem, provided this is within 12 months

WHAT TO EXPECT

The practice will acknowledge your complaint and offer a discussion about the handling of your complaint within three working days. There's no set timeframe, and this will depend on the nature of your complaint. If, in the end, the response is delayed for any reason, you will be kept informed. If you made a complaint but do not receive a response or decision for more than 6 months, you should be told the reason for the delay.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again, and to identify any learning points and action, if applicable.