# Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

|  |  |  |
| --- | --- | --- |
| 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 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 most a few weeks – because 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, provided that is within 12 months of the incident.   The Practice Manager will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:  ***In person*** – ask to speak to the Practice Manager, if this is not possible you will be asked to make an appointment or asked to put your complaint in writing; this can be done via an email or by letter.  ***In writing***  – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible. |  | 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 investigated your complaint within 10 working days of the date when you raised it with us. We shall then be able to offer you an explanation, or a meeting with the people involved.  When we investigate 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 appropriate * 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 must know that you have his or her permission to do so. A note signed by 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.  However, this does not affect your right to approach the local Commissioner if you feel you cannot raise your complaint with us ***or*** you are dissatisfied with the way we are dealing with your complaint. The Patient Advice and Liaison Service (PALS) 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  Telephone 0800 2346088 between 9am/5pm Mon-Fri  If you remain dissatisfied with the responses to your complaint, you have the right to ask the Healthcare Commission to review your case. The CQC (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 03000 616161 [Contact us - Care Quality Commission (cqc.org.uk)](https://www.cqc.org.uk/contact-us) Help us get it right We constantly try to improve the service 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 |  | REGENT HOUSE SURGERYComments, complaints and suggestions |