



## COMPLAINTS PROCEDURE - PATIENT INFORMATION LEAFLET

### Practice Complaints Procedure

We always endeavour to set out a fair, transparent, time-efficient process for receiving, investigating and responding to complaints about services reasonably connected to our NHS contract, in line with the Local Authority Social Services and NHS Complaints (England) Regulations 2009, the Standard GMS Contract Part 24, and CQC expectations, while supporting safe workload for staff.

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the service that we provide for you. If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria.

### How To Proceed

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.

You can complain verbally, in writing or by email to the Complaints Manager. We can provide information in alternative formats and communication support under the Accessible Information Standard.

Time limits: within 12 months of the event or of becoming aware of it; we may investigate later complaints if fair and practicable.

It is your choice to either complain either to us or to the ICB (not both at the same time). With permission, the ICB may share details with us to investigate.

Comments and complaints should be in writing and addressed to the Practice Manager or if relevant one of the Doctors. Letters can be handed into the surgery at the address above or alternatively your complaint can be sent by email.

Email: [hiowicb-hsi.complaints.testvalesurgery@nhs.net](mailto:hiowicb-hsi.complaints.testvalesurgery@nhs.net)



Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. They 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.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to investigate and, if necessary, put right any problems you have identified or mistakes that have been made.

### **What We Shall Do**

We shall acknowledge your complaint within three working days of receiving the complaint. There is no set timeframe for a response to a complaint, this will depend on the nature of the complaint and the depth of the investigation needed. We will write to you with the outcome of our investigation and responding to the issues that you have raised.

You may also be offered a meeting to go through the response if you would find this helpful, to which you may bring a friend or relative with you. We shall then be in a position to offer you an explanation. 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.

### **Acting 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 letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.



### Complaining to the ICB

The practice will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

We hope that, at the end of the discussion, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the ICB who will be able to help you.

However, this does not affect your right to approach the Primary Care Complaints Team, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. For further advice you should contact:

South East Complaints Hub  
NHS Frimley ICB  
Aldershot Centre for Health  
Hospital Hill  
Aldershot, Hampshire  
GU11 1AY

Telephone: 0300 561 0290

Email: [Frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)

If, after completion of local resolution, you remain dissatisfied with the response to your complaint, you have the right to ask the Healthcare Ombudsman to review your case. This should be done within six months of the resolution letter from the practice.

The Ombudsman is an independent body established by Parliament to provide an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments.

You can contact the Healthcare Ombudsman by writing to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Or by following the following link:

<https://www.ombudsman.org.uk/making-complaint>



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