**Feedback, Comments & Complaints**

The team at Watlington Medical Centre aim to offer a good service. We are always looking for ways to improve the services we offer to patients. We are always interested to hear feedback about your experience at the practice. This is valuable to us to help us build and improve patient care.

**Practice Complaints Procedure**

We endeavour to offer the best service to all our patients. If you feel we have fallen short please feel

free to discuss this with any staff member. If the issue is not resolved to your satisfaction they will

suggest you contact our Operations Manager to whom you may talk to informally to discuss the

problem. You will also be offered further advice on our formal complaints procedures. If you wish to

follow this please let us know as soon as possible after a problem or issue arises.

If it is not possible to raise your complaint immediately, please let us have details of your complaint

within the following timescales:

• Within 12 months of the incident that caused the problem, or;

• Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

**Complaining On Behalf Of Someone Else**

Please note that Watlington Medical Centre 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 2 bodies:

• NHS Complaints Advocacy Service

VoiceAbility, Unit 1, The Old Granary, Westwick, Oakington, Cambridge, CB24 3AR

Telephone: 0300 303 1660

• National Commissioning Board, Central Contact Centre

PO Box 16738, Redditch, B97 9PT. 0300 311 22 33. [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

• Parliamentary and Health Service 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 4 033 or

www.ombudsman.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

website: www.cqc.org.uk/contact-us

Help with other medical services

• ICAS - Independent Complaints and Advocacy Service

ICAS is a national service that supports people who wish to complain about their NHS care. Your

local ICAS service can be found here: www.england.nhs.uk/2013/03/advocacy-complaint

• PALS - Patient Advice Liaison Service

PALS has been introduced to ensure that the NHS listens to patients, their relatives, carers and

friends, and answers their questions and resolves their concerns as quickly as possible. For further

information, please see: http://www.nhs.uk/chq/pages/1082.aspx?CategoryID=68

If you feel you need an interpreter please let reception know and this can be arranged.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Service Improvement Proforma**

**Please describe, your issues/ concerns.**

|  |
| --- |
|  |

Has the problem occurred previously? If so please leave a brief description of what happened.

|  |
| --- |
|  |

Please can you identify why the issue may have arisen?  (e.g. did this happen as a result of conflicting messages, a personality conflict, a problem with communication within the surgery, etc).

|  |
| --- |
|  |

What specifically are you hoping to be the outcome of the complaint? Please select an option.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| To help us improve our service | Improved communication | Recommending a different way of working | An apology where your experience has not been as you had wished | Other  (please state below) |

|  |
| --- |
| Other: |

We would like to review this complaint as part of our complaints procedure in our whole practice and multidisciplinary meetings to ensure our systems are as efficient/effective as we can make them. Are you happy for us to review your complaint in this way? -

|  |  |
| --- | --- |
| Yes | No |

Signed……………………………………………………………………

PRINT NAME……………………………………………………………

Dated……………………………………………………………………..

|  |
| --- |
|  |

Any other comments: