

## **COMPLAINTS PROCEDURE – PATIENT INFORMATION**

### **COMPLAINTS PROCEDURE**

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, we have a complaints procedure aimed at quick resolution of problems. Please initially either speak directly to your GP or write to our Practice Manager, Mrs Cheryl Simon.

The doctors and staff at Whitestone Surgery strive to deliver high quality patient care at all times and in all areas of contact with the patient or patient's representative, and 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 he has 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.

1. As a patient, you have a right to complain about any aspect of the service with which you are less than satisfied, and the Practice has a Complaints Procedure to assist you through this.
2. Any complaint you wish to make can be accepted either in writing or verbally, and should preferably be addressed in either case to the Practice Manager. If you feel the doctor is the most appropriate person to approach, you are free to do so.
3. Any complaint you make, whether written or verbal, will be acknowledged within five working days. A written report from the Practice as to the outcomes of the investigations and, where appropriate, the steps taken to ensure the situation does not recur, will be sent within 28 working days.
4. 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, the doctor, following which you will receive a written statement from the Practice as to the discussion and the outcome.
5. Where other parties are involved, you will be kept informed as to the steps being taken to obtain their statements.
6. The Practice 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 Practice can be dealt with by those responsible for ensuring patient care and delivery of services within the Practice, 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 NHS England: email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net); call 0300 311 22 33 or write to:

NHS England, PO Box 16728, Redditch, B97 9PT.

You also have the right to take your complaint to the Parliamentary and Health Service Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the practice. The Ombudsman will generally only consider your complaint once you have completed the practice's complaints procedure and received your final response.

If the Ombudsman is of the opinion that the practice can do more to resolve your complaint, they will refer your complaint back to us. It is therefore very important to allow the practice every opportunity to try to resolve your complaint.

You can contact the Parliamentary and Health Service Ombudsman at:

**Address:**

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

**Telephone:** 0345 015 4033

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Should you wish to discuss any part of this document with the Practice Manager, please ask the Receptionist or your doctor to arrange this for you.