



PATIENT COMPLAINTS PROCEDURE

| Version: | Review date: | Edited by: | Approved by: | Comments: |
|-----------------|---------------------|-------------------|---------------------|------------------|
| 2 | July 2021 | K Fox | Jo Osborn | |
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If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager (you can use the attached form). she will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is attached.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and then fully investigate the situation. If we expect the investigation to take a while we will explain the reason for this and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

Patient and Liaison Services (PALS)
Wiltshire Clinical Commissioning Group
Southgate House
Pans Lane
Devizes, SN10 5EQ
Tel 0300 5610250

scwcsu.palscomplaints@nhs.net

Last reviewed: Jul21
Next review: Jul22

NEW COURT SURGERY



PATIENT COMPLAINTS PROCEDURE

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP
Tel 0345 0154033

www.ombudsman.org.uk

NHS England
PO Box 16738
Redditch, B97 9PT
Tel: 0300 3112233

england.contactus@nhs.net

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PATIENT COMPLAINTS PROCEDURE

PATIENT COMPLAINT FORM

Patient Full Name: _____

Date of Birth: _____

Address: _____

Complaint details: (Include dates, times, and names of practice personnel, if known)

SIGNED.....Print name.....

(Continue overleaf if necessary)



PATIENT COMPLAINTS PROCEDURE

PATIENT THIRD-PARTY CONSENT

PATIENT'S NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

ENQUIRER / COMPLAINANT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

IF YOU ARE COMPLAINING ON BEHALF OF A PATIENT OR YOUR COMPLAINT OR ENQUIRY INVOLVES THE MEDICAL CARE OF A PATIENT THEN THE CONSENT OF THE PATIENT WILL BE REQUIRED. PLEASE OBTAIN THE PATIENT'S SIGNED CONSENT BELOW.

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint only, and I wish this person to complain on my behalf.

This authority is for an indefinite period / for a limited period only (delete as appropriate) _____

Where a limited period applies, this authority is valid until..... (insert date)

Signed: (Patient only)

Date: