



New Court Surgery

Patient Complaints Procedure

Our Commitment to You

At New Court Surgery, we strive to provide high quality care and excellent service to all our patients. We welcome feedback, including complaints, as it helps us learn, improve our services, and ensure patients receive the best possible care.

If you are unhappy with any aspect of the service you have received from the doctors or members of our practice team, please let us know. We operate a complaints procedure in accordance with the NHS Complaints Regulations.

How to Make a Complaint

We hope that most concerns can be resolved quickly and informally at the time they arise, either with the person involved or a member of the management team.

If you wish to make a formal complaint, please do so as soon as possible after the event. This will enable us to investigate the matter more effectively while the details remain fresh in people's memories.

A complaint should normally be made:

Within 12 months of the date of the event, or within 12 months of becoming aware of the matter about which you wish to complain.

Complaints should be addressed to:

Practice Manager
New Court Surgery
Borough Fields
Royal Wootton Bassett
Swindon
SN4 7AX

Alternatively, complaints may be submitted by email or via writing. Please provide as much detail as possible, including dates, times, and the names of any staff members involved, where known.

Complaints Made on Behalf of Another Person

We maintain strict confidentiality in accordance with UK data protection legislation and our duty of confidentiality to patients.

If you are making a complaint on behalf of another person, we will usually require their written consent before we can investigate or discuss their care.

- Written consent may not be required where:
- The patient is unable to provide consent due to illness or incapacity.
- The complainant has legal authority to act on the patient's behalf.
- The complaint concerns a child and it is appropriate for a parent or guardian to act on their behalf.
- A Third-Party Consent Form is available from the practice.

What Happens Next?

1. Acknowledgement

We will acknowledge your complaint within three working days of receiving it.

2. Investigation

We will discuss with you how you would like your complaint to be handled and agree a suitable timescale for responding.

A thorough investigation will then be undertaken. This may involve reviewing medical records, speaking with staff members, and examining relevant policies and procedures.

3. Response

- Following our investigation, we will provide a written response which will:
- Explain the findings of our investigation.
- Address the concerns you have raised.
- Offer an apology where appropriate.
- Describe any learning or improvements identified as a result of the complaint.
- Advise you of any further options available should you remain dissatisfied.
- Where an investigation is likely to take longer than expected, we will keep you informed of progress and provide revised timescales.

Learning from Complaints

We view complaints as an opportunity to improve the quality of our services. Lessons learned from complaints are discussed with relevant staff members and, where appropriate, shared across the practice to support continuous improvement and patient safety.

If You Remain Dissatisfied

If you are unhappy with the outcome of your complaint, you may seek independent advice or refer the matter to the appropriate organisation.

Patient Advice and Liaison Service (PALS)

Patient Advice and Liaison Service (PALS) can provide advice, support and information regarding NHS services and complaints.

Telephone: 0300 561 0250

Email: scwcsu.palscomplaints@nhs.net

Parliamentary and Health Service Ombudsman

If you remain dissatisfied after the practice has completed its investigation, you may ask the Parliamentary and Health Service Ombudsman to review your complaint.

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

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

Independent Complaints Advocacy

Patients may also wish to seek support from an independent NHS Complaints Advocate. Advocacy services can provide free, confidential, and independent assistance throughout the complaints process.

Further information can be obtained from your local NHS complaints advocacy provider.

Equality and Accessibility

If you require this information in an alternative format, such as large print, easy read, Braille, or another language, please contact the practice and we will do our best to meet your needs.

New Court Surgery is committed to handling complaints fairly, openly, and efficiently, ensuring that all patients are treated with dignity, respect, and compassion throughout the complaints process.