

Langley House Surgery

PATIENT INFORMATION LEAFLET Practice Complaints Procedure

We always try to give you the best services possible, but if you feel you have a complaint or concern about a service provided then you can use this information leaflet to help guide you through our Practice Complaints Procedure which follows the NHS system for dealing with complaints and meets National Criteria.

How to complain

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** so that the details can be easily established.

Written complaints should be addressed to the **Practice Manager** or, alternatively, you may telephone or ask for an appointment to discuss your concerns. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within three working days, either verbally, or in writing. We welcome the opportunity to discuss all matters with you and to involve you in the process as to how we will handle the complaint. We will deal with the investigation as efficiently and as speedily as is reasonably practical and we will keep you informed of the progress if matters are delayed for any reason. Once we have fully investigated, we shall then be in a position to offer you a written explanation, or a meeting with the people involved. 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.

Complaining 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 note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What happens if you are unhappy with our complaints procedure?

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you feel that your complaint has not been resolved locally, you can contact NHS England (address overleaf) who will discuss with you whether it is appropriate for them to investigate a complaint on your behalf. If you are not satisfied with the way the NHS has dealt with your complaint, you can refer your complaint to the Parliamentary and Health Service Ombudsman for England, which is independent of the government and the NHS.

Complaining about attached staff or Out of Hours Service

Please contact the Practice Manager, who will provide names, addresses and telephone numbers of the most appropriate person for you to contact.

Please turn over for useful contact details

USEFUL CONTACTS

NHS England

Email: england.contactus@nhs.net
Telephone: 0300 311 22 33
Address: NHS England
PO BOX 16738
Redditch
B97 9PT

Healthwatch

Healthwatch is the name of consumer champion for health and social care formed in 2013. At a local level, Healthwatch will work to help people get the best out of their health and social care services, providing them with advice and information on local services.

Members of the public can contact Healthwatch by phoning 0300 012 0122 or emailing helpdesk@healthwatchwestsussex.co.uk.

The Independent Health Complaints Advocacy Service (IHCAS)

Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)
Telephone: 0300 012 0122
Email: helpdesk@healthwatchwestsussex.co.uk
Address: The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

IHCAS is the independent service providing advocacy support to those wishing to make a complaint about their NHS care or treatment

Parliamentary and Health Service Ombudsman for England

11th Floor, Millbank Tower,
Millbank, London SW1 4QP

Tel: 0345 015 4033
E-mail: phso.enquiries@ombudsman.org.uk
www.ombudsman.org.uk

Department of Health Website

For information about the NHS Complaints Procedure visit www.dh.gov.uk