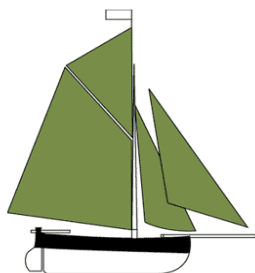


THE OLD FIRE STATION SURGERY



We are happy to receive constructive comments and suggestions for improving our services to patients. Similarly, if you have a complaint we will deal with it in a constructive way.

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system 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 - ideally, within a matter of days or at the most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- ❖ within 6 months of the incident that caused the problem: or
- ❖ within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Mrs J Dampier, Practice Manager or any of the Doctors. Alternatively, you may ask for an appointment with Mrs Dampier or Miss Chamberlain, her deputy, in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. 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 two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an 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

Reviewed by KC Oct 2020

To review in 1.5 yrs

- ❖ Identify what we can do to make sure the problem doesn't 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.

If you remain dissatisfied with the outcome offered by a practice resolution, you have the right to approach NHS England by the following means:

- Telephone 0300 311 2233 on weekdays between 8.00am and 6.00pm.
- Email england.contactus@nhs.net (Write "*For the attention of the Complaints Manager*" in the subject line.)
- Write to:
The Complaints Manager
NHS England
PO Box 16738
Redditch
B97 9PT