

Southam Surgery **Practice Complaints Procedure**

If you have a complaint or concern about the service that 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 an 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 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 Ann Beadle, Practice Manager or Dr M Moss. Alternatively, you may ask for an appointment with the Practice Manager. We 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 three 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;
- 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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to NHS England or the Health Service Ombudsman

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you feel you cannot raise your complaint with the surgery, or you are dissatisfied with the result of our investigation, you should contact:

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 2233 (opening times: 8am-6pm Monday-Friday except Wednesday when the opening times are 9:30am-6pm – they are closed during bank holidays).

Email: England.contactus@nhs.net

When emailing a complaint please put “*for the attention of the complaints team*” in the subject line.

If you are dissatisfied with the result of a complaint at a local level, you can refer directly to the Health Service Ombudsman. The contact details are:

www.ombudsman.org.uk
Complaints Helpline: 0300 061 4000
E.mail: phso.enquiries@ombudsman.org.uk

Or write to:

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

PALS

The Patient Advice Liaison Service (PALS) is a confidential service for patients and their families, to help with any questions or concerns about local health services. An information leaflet is available in the main reception. For further information please telephone 01926 600054.