

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Litchdon Medical Centre adheres to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice hopes that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

Devon Clinical Commissioning Group

<https://devonccg.nhs.uk/contact-us/patient-advice-and-complaints>

Phone: 0300 123 1672 (local call rate number)

Email: d-ccg.patientexperience@nhs.net

Post: Patient Advice and Complaints Team

FREEPOST EX184

County Hall

Topsham Road

Exeter

EX2 4QL

NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.contactus@nhs.net

<https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

PALS, ICAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found on:

[http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

NHS COMPLAINTS ADVOCACY SERVICE

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on:

<http://www.pohwer.net/our-services/nhs-complaints-advocacy>

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

Litchdon Medical Centre

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr George Gardner

Dr Angus Jefferies

Dr Simon Jones

Dr Lucy Dallimore

Dr Sophia Erdozain

Dr Jess Parker

Dr Hazel Warner

Dr Guy Cockcroft

Dr Emily Marsh

Dr William Carlino

Dr James Thornton

Practice Manager

Sharon Bates

Please Take a Copy

(Revised Jan 2019)

LET THE PRACTICE KNOW YOUR VIEWS

Litchdon Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Where our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know.

In the first instance you are welcome to discuss your complaint with our Practice Manager who would be happy to try and resolve your concerns.

Alternatively you can put your complaint in writing and address it to our Practice Manager, who will investigate your concerns and feedback to you.

It helps if you can let us know as soon as possible about your concerns, ideally within a matter of day. This will enable us to get a clear picture of the circumstances surrounding your complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

When the Practice Manager looks into your complaint she aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to correct the problem or make sure it does not happen again
- Provide a full written response to confirm the discussions, actions and outcomes.

Our complaints procedure is in line with the NHS system for dealing with complaints.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effects on your care, treatment or support.

COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____