

## Patient Information Leaflet

### Langley Corner Surgery: Patient 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 of dealing with complaints. Our complaints system follows 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 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem.

Complaints should be written and addressed to the Practice Manager. Alternatively, you may ask for an appointment to speak to the Practice Manager, in order to discuss your concerns. He 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 detailed as possible about your complaint.

#### What we will do

If your initial complaint was made verbally, but was unable to be resolved within one day, then please put your complaint in writing to us. Or ask for help from us to put it in writing if you wish. Once received, we will write to acknowledge your complaint and send this on to you within 3 working days. We have a separate complaint form. Please ask for a copy of this at the desk or if you wish to see the very helpful template on the [www.healthwatchwestsussex.website](http://www.healthwatchwestsussex.website).

If your complaint was made in writing or electronically or by fax, and not resolved within 1 working day, it will be acknowledged by the Practice Manager within **3 working days, either in writing or verbally**. The acknowledgement may also include an invitation to meet with the Practice Manager and/or a GP, in order to decide how the complaint should be handled and the timeframe for the resolution.

We shall then investigate your complaint. In doing so, 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 wish
- Make sure you receive an apology where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

The findings of the investigation will be provided to you in writing. If you remain unhappy with the outcome, you are entitled to take your complaint to the Health Service Ombudsman .

### **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. We will still investigate if you raise a concern about someone else, but we may not be able to discuss it with you without that persons consent.

### **Help and Advice**

Healthwatch is not part of the complaints procedure itself, they may be able to resolve someone's concerns informally or can tell them more about the complaints procedure and the independent complaints advocacy services. (Healthwatch is a separate, voluntary service providing advice and assistance to patients and staff in resolving concerns). However when this is not possible or the response given fails to provide satisfaction, the matter should be treated as a complaint.

**The contact details for Healthwatch are 0300 012 0122**

**or via the website: [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)**

You can also talk to Healthwatch or your local Citizens Advice Bureau

### **Taking your complaint further**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us a chance to put right whatever has gone wrong and an opportunity to improve our practice. If you feel, after our investigation and conclusion, that you are not happy with the outcome, you are entitled to contact NHS England for further review:

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone: 0300 311 22 33

Address: NHS England, PO BOX 16738, Redditch B97 9PT

If you feel that there have been problems with the actual process followed in investigating your complaint you can contact the Health Service Ombudsman.

The Ombudsman can be contacted as follows:

- [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
- Complaints helpline – 0345 015 4033 (Mon-Fri 8.30 – 5.30pm)
- Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- Fax: 0300 061 4000
- Writing to:

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