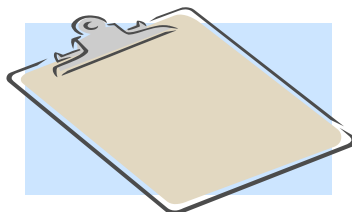


WISTARIA & MILFORD SURGERIES

COMPLAINTS PROCEDURE



We aim to provide you with a high standard of care and if you experience any problems we hope we can sort these out easily and quickly.

We take any comments seriously and you are free to talk to any Doctor or member of staff when you feel a matter could have been better handled.

If you have a complaint or concern about the service you have received from the doctors of any personnel working in this practice, please let us know. We operate a practice complaint procedure as part of the NHS complaints system, which meets or exceeds national criteria.

HOW TO MAKE A COMPLAINT

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible – ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem: or within 12 months of discovering that you have a problem.

If you have a complaint, please either ask to talk to the Practice Manager, Mrs Jan Lamont or complete our 'Compliments, Comments, Complaints & Suggestions' form which will be forwarded to the Practice Manager and she will acknowledge any complaints within three working days. We will then investigate your complaint fully. You may write in letter form if you wish.

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 surgery form is available and must be signed by the person concerned unless they are incapable (through illness) of providing this. We cannot deal with questions of legal liability.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 days of the date received at the Practice. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to give you a full response.

Complaints received by the Practice will be reviewed to ensure the learning points are shared with the whole Practice team:

- Complaints received during the month will be reviewed monthly at Practice Staff meetings to ensure any actions required are put into practice.
- A full review of all complaints will be carried out annually to identify any trends or additional actions/learning points

Alternatively you can contact NHS England on the following:-

Either by post

NHS England
PO Box 1673
Redditch
B97 9PT

Email: England.contactus@nhs.net

Telephone: 0300 311 2233

IF YOU ARE DISSATISFIED WITH THE OUTCOME

Under the new regulations of 2009, arrangement for handling complaints and NHS services will be in two stages, local resolution and independent review. If you are not content with the outcome of your complaints at local level you can ask the Ombudsman to independently review your case. Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank London
SW1P 4QP
Tel No: 0845 015 4033
Email: phso.enquires@ombudsman.org.uk
Website: www.ombudsman.org.uk

OTHER USEFUL CONTACT DETAILS

You can receive independent complaint advocacy by contacting Healthwatch Hampshire on the following:-

Either by Post

Freepost RTHH-KGST-ZRBC
Healthwatch Hampshire
Westgate chambers
Staple Gardens
Winchester
SO23 8SR

Website: www.healthwatchhampshire.co.uk

Telephone: call the helpline 01962 440262

