

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that PHOENIX TETBURY keeps strictly 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. Please ask for a form from reception.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact the following official body: NHS England, PO Box 16738, Redditch, B97 9PT
england.contactus@nhs.net

- FAO The Complaints Manager

0300 311 22 33 - Mon to Fri 8am to 6pm

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/contact-us>

ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment Contact

<http://nhscomplaintsadvocacy.org/> for details.

HEALTHWATCH

Details of Healthwatch Gloucestershire can be found on their website

<http://www.healthwatchgloucestershire.co.uk/>.

Healthwatch England can be contacted on

www.healthwatch.co.uk or by phone on

0300 068 3000.

OMBUDSMAN

If you have not received a satisfactory response from this practice, or NHS England, you can then 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>.

Revised October 2019

Phoenix Health Group

Complaints & Comments Leaflet

How to feedback to make a complaint

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Doctors

Dr Angus McMyn

Dr James Woodward

Dr Sarah Cardew

Dr Amy-Louise Douglas

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

PHOENIX TETBURY 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

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. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

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

Who can make a Complaint?

Any current or former patient who is receiving, or has received treatment at the practice may make a complaint.

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Reception Coordinator who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

Timescales for making an complaint

12 Months from the date on which the event which is the subject of the complaint occurred

Or

12 Months from the date on which the event which is subject of the complaint comes to the complainants notice.

NHS Procedure

We will acknowledge your complaint within three working days.

We will also ask you what you would like to happen as a result of your complaint, for example, an apology, a new appointment or an explanation.

Your complaint will be fully investigated. This involves finding out what has happened by talking to staff involved and taking any necessary action.

We will keep you fully informed within the investigation period and inform you of any timescales.

If it is not possible to deal with your complaint within the period agreed, we will write to you explaining the reason for the delay. The sooner you make a complaint the easier it is to investigate and the more likely it is the complaint can be resolved.

COMPLAINTS AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint/comment: _____

Details: _____

Signed: _____