

MAKING A COMPLAINT

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to the Parliamentary and Health Service Ombudsman who will take up the complaint on your behalf.

Their contact details are below:

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

Tel 0345 0154033 or E mail:

phso.enquiries@ombudsman.org.uk

Website:

www.ombudsman.org.uk

Chew Medical Practice

Tel: 01275 332420

Comments, complaints and suggestions

We are a dedicated team, who continue to provide and develop the very best standard of patient centred education and health care in a safe and friendly environment.

Our aim is at all times to be courteous, demonstrating dignity and respect to patients their families and carers. We shall seek to obtain appropriate consent in a professional manner.

Our aim is to provide the highest level of care for all our patients.

We are always keen to hear comments and suggestions on ways in which we can improve our service.

Chew Medical Practice
Madams Paddock
Chew Magna
Bristol
BS40 8PP

www.chewmedicalpractice.co.uk

April 2010

Chew Medical Practice

Tel: 01275 332420

PATIENT INFORMATION LEAFLET



MAKING A COMPLAINT

MAKING A COMPLAINT

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

HOW TO COMPLAIN

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. You should address your complaint in writing to the Practice Manager (you can use the attached form). He/she will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

NHS

Bath and

North East Somerset

HELP WITH YOUR COMPLAINT

If you are not sure about how to complain you can get advice from the following organisations:

Patient Advice and Liaison Service (PALS)
Bath & North East Somerset PCT
Trust HQ
St Martin's hospital
Clara Cross Road
Bath
BQA2 5RP

Telephone: 01225 831717 or E Mail:

PALS@baners-pct.nhs.uk

Website: www.banes-pct.nhs.uk/PALS

Alternatively you may contact the Independent Complaints Advisory Service (ICAS):

ICAS
Unit 3 Premier house
Willowside Park
Canal Road
Trowbridge
Wiltshire
BA14 8RH

Telephone: 0845 120 3782 or E Mail:

Trowbridge.icas@seap.org.uk

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are complaining on behalf of a patient, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is attached to the complaints form.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect the investigation to take longer we will explain the reason for the delay and tell you when we expect to complete our findings. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations, what we intend to improve and advice on how to proceed with your complaint, if you are not happy with our findings.