

HATHAWAY MEDICAL CENTRE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service that you have received from the doctors or any of the staff who work in this practice, please let us know. We operate a practice complaint procedure as part of the NHS system for dealing with complaints. Our complaints system meets 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 this will be 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 written details of your complaints:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager. Alternatively, you may ask for an appointment with a manager in order to discuss your concerns. The manager 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 specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within 5 working days and aim to have looked into your complaint within 15 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, 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 would like this.
- Make sure you receive an apology, where this is appropriate.
- Aim to learn from the complaint and identify what we can do to make sure the problem doesn't happen again.

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.

Complaining to the Primary Care Trust (PCT)

We hope that, if you have a problem, you will use our practice complaint procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you do not feel that contacting the surgery will resolve your problems your next step is to contact the Patient Advice and Liaison Service (PALS) at Wiltshire CCG on 0300 123 2103 who will be able to advise you on how best to obtain a satisfactory response. You have the right to ask for an independent review through the Parliamentary and Health Service Ombudsman (PHSO) if you remain unhappy once Local Resolution is completed. The address is Parliamentary and Health Service Ombudsman, Millbank Tower Millbank, London SW1P 4QP. Tel: 0345 015 4033. There is also an Independent Complaints Advocacy Service (ICAS) for Wiltshire covered by ICAS South West who can be contacted on 0845 120 3782.

HATHAWAY MEDICAL CENTRE COMPLAINTS FORM

Here at Hathaway Medical Centre we take all complaints extremely seriously. Complaints are brought to the attention of both the Practice Manager and Senior GP Partner. All complaints are acted upon and are available for inspection by the Wiltshire CCG. Our complaints system meets national criteria.

To help us please give us as full a description of the problem as possible.

Patient Name: _____ Date: _____.

Address: _____

Postcode: _____ Tel No: _____

Complaint: _____

_____ Signed _____

Staff Name: _____ Position _____

Comments _____

_____ Signed _____

Action Taken (continue overleaf) _____

Signed

Signed

Practice Manager

Senior Partner