



Complaints Procedure

We welcome compliments, suggestions, or concerns about the service you have received from the doctors or any of the staff working in this practice

We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

As a patient of the NHS you have a right to:

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Be informed of the outcome of your complaint
- Take your complaint to the Health Service Ombudsman if you are not satisfied with the outcome

How to complain (Local Resolution)

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 using our complaints form or by letter. If you prefer you may fax your complaint on 01903 875905 or if you would prefer to call us you may do so on 01903 875900. We want to make it as easy as possible for you to send your complaint to us.

- We will acknowledge your complaint within three working days and offer to make arrangements to discuss your concerns. We will also give you an idea of how long our investigation may take

- We will then investigate your complaint within the practice.
- We will keep you informed of the progress of our investigation
- We will send you a response explaining the outcome of our investigation and any actions to be taken as a result
- We will aim to have looked into your complaint within 15 working days of the date when you raised it with us. 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;
 - 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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Help and Advice

You may also receive advice from or make a complaint to:

NHS England

By phone: **0300 311 2233**

By e-mail: england.contactus@nhs.net

By post: NHS England, PO Box 16738, Redditch, B97 9PT

The Independent Health Complaints Advocacy Service (IHCAS)

On 1 April 2013 the independent service to provide support to those wishing to make a complaint about their NHS care or treatment passed to local authorities.

In West Sussex the service is provided by Healthwatch West Sussex

Tel: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Online: www.healthwatchwestsussex.co.uk

Address: The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

Or you may call into, or phone Central and South CAB (Citizens Advice Bureau) and the telephone number is **0844 477 1171**

What to do if you are not happy with our response

If you are not happy with our response (local resolution) you can ask the Health Service Ombudsman for an 'independent review'. Their details are as follows:

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

Tel. Complaints Helpline 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

The Practice Manager, Sylvia Thomson, is also the Complaints Manager.

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Responsible for review: Sylvia Thomson.