

PRACTICE BASED COMPLAINTS PROCEDURE PATIENT INFORMATION

Sometimes things can seem to go wrong. If you have any complaints or concerns about the service that you have received from the doctors or staff working at this surgery, you are entitled to ask for an explanation.

We offer an in-house complaints procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation.

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 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 details of your complaint:

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

Our Practice Manager will be pleased to deal with any complaint. He will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – Please ask to speak to Mr Jeremy Pinner

By correspondence: as some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

Our policy is to acknowledge receipt of a complaint, normally within two working days and if further investigation is required, we will report back to you within 10 days, although, in some cases more time may be required to complete the investigation. We will inform you if this is the case and keep you regularly informed of the progress.

Please note that the doctors must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

In some cases as a first step, the Practice Manager or deputy may contact you directly to ensure that they fully understand your complaint. They will then investigate/interview appropriate members of the practice team and may inspect relevant documents.

At the conclusion of the investigation, the practice will issue a comprehensive response to your complaint and it is hoped the matter will have been resolved to your satisfaction.

If you do not wish to address your complaint to the practice you may, if you prefer, contact the CCG complaints officer who will deal with this matter directly:

Chiltern Clinical Commissioning Group

Ground Floor

Chiltern District Council Offices

King George V Road

Amersham

Buckinghamshire

HP6 5AW

If you are still not satisfied with the outcome of this procedure you may contact the Parliamentary and Health Service Ombudsman who has the authority to investigate the matter further should it be decided this is appropriate.

The Parliamentary and Health Service Ombudsman is an independent government body established to investigate such matters. You can contact them on 0345 015 4033 or write:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Fax: 0300 061 4000

Other useful contact:

Further support and advice may also be obtained from PALS (Patient Advice and Liaison Service):

Patient Advice and Liaison Service (PALS) or the Complaints Service

NHS Central Southern Commissioning Support Unit,

3rd Floor, 40, Oxford Road,

High Wycombe,

Bucks. HP11 2EE

Email: feedback.chilternccg@nhs.net

Call: 0800 328 5640 (24hr message facility)