

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

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

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Send your written complaint to:

Trudy Bowles, Practice Manager
Hartland Surgery
66 The Square
Hartland
Bideford
Devon
EX39 6BL

Hartland Surgery

Complaints Procedure

The Doctors and staff at Hartland Surgery strive to deliver high quality patient care at all times and in all areas of contact with you or your representative.

Unfortunately, there may be a time when less than efficient service is given or instances where you are less than happy with the service you have received.

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.

Making a Complaint

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact **Trudy Bowles - Practice Manager** 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 write to us as soon as possible. This will enable the Practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident giving as much detail as you can.

The Practice will acknowledge your complaint within 3 working days and aim to have fully investigated within 6 months of the date it was

received. You may then receive a formal reply in writing, or you may be invited to meet with the person concerned to attempt to resolve the issue.

If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

When the Practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint.
- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Identify what the Practice can do to make sure the problem does not happen again.
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The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

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: www.cqc.org.uk

Complaining on Behalf of Someone Else

Please note that Hartland Surgery 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 letter signed by the person concerned will be required.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing.

Taking it Further

It is sincerely hoped that any complaint you have about the Practice can be dealt with by those responsible for ensuring patient care and delivery of services within the Practice.

However, if you feel you cannot raise your complaint with us, you can contact any of the following bodies:

Patient Advisory Liaison Service (PALS)
Tel: 01271 314090 or Email: ndht.PALS@nhs.net

NHS Complaints Advisory Service
Tel: 0300 3435707 or Email: info@seap.org.uk

Clinical Commissioning Group (CCG)
Tel: 01769 575100 or
Email: D-CCG.northernlocality@nhs.net