

PRESTON GROVE MEDICAL CENTRE
PRESTON GROVE
YEOVIL
SOMERSET
BA20 2BQ
TEL : 01935 474353

PATIENT INFORMATION LEAFLET

*If you have a complaint we
would like to help*

We endeavour to give you the best service possible at all times within the resources we have. However there may be occasions when you feel you wish to express dissatisfaction. The purpose of this leaflet is to explain what to do if you have a complaint about any aspect of the service the practice provides.

IN HOUSE PROCEDURE

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of discovering the incident, giving as much detail as you can.

Written complaints should be sent to Kate Wood, Practice Manager

WHAT TO DO NEXT

We look to settle complaints as soon as possible.

We will acknowledge receipt within 10 working days, and aim to have looked into the matter within 30 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) 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 looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

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.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

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, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

IF YOU ARE DISSATISFIED WITH THE OUTCOME:

You have the right to approach Parliamentary and Health Service Ombudsman

Tel : 0345 0154033

www.ombudsman.org.uk/making-complaint

You may also approach PALS for advice on acute services;

The Patient Advice and Liaison Service (PALS) is based at NHS Somerset ICB. They provide confidential advice and support, helping you to sort out any concerns you may have about the care provided by hospitals, guiding you through the different services available from the NHS

Patient Advice & Liaison Service

NHS Somerset Integrated Care Board, FREEPOST RRKL-XKSC-ACSG, Wynford House, Lufton House, Yeovil, Somerset, BA22 8HR

Telephone: 01935 384000

Email : somicb.enquiries@nhs.net

And ask for the PALS Officer

The Practice Complaints Manager is:

Kate Wood, Practice Manager

Tel 01935 474353