
Patient Complaint Leaflet

We regularly review the way we provide services that are offered to our patients. To do this effectively, we need to know your views about the Practice. We want to know what you think we do well, where we have not met your needs, and encourage you to put forward any ideas and suggestions you may have to improve the service.

Complaints procedure

If you have a complaint about any aspect of the Practice, please let us know as soon as possible. If you make a complaint, it will not have an adverse effect on your registration, care, treatment or support.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time that 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 the most a few weeks, this will enable us to establish what happened more easily. If it is not possible to do this, please let us have the detail of your complaint:

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

Complaints should be addressed to the Site Manager. You may ask for an appointment or telephone call with the Site Manager or their representative in the practice. They 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 will we do?

We shall acknowledge your complaint within three working days of receipt of the complaint. We shall also discuss what time scale we will endeavour to have the complaint dealt with.

When we investigate your complaint we will

- Find out what happened and what went wrong.

- Make it possible for you to discuss this problem with those concerned, where possible.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to ensure this problem does not happen again.
- Advise you of your right to take your complaint to the Health Service Ombudsman should you not be satisfied with the outcome.

Complaining on behalf of someone else

Please note that we adhere strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. Consent signed by the person concerned will be required unless they are incapable (because of illness) of providing this. In that case we may need to view Power of Attorney.

Other ways to complain

If you are unable to raise your complaint with us, or would like external advice about raising a concern or making a complaint, you can contact any of the following organisations:

Patient Advisory Liaison Service (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. To find your local PALS office please use this web address:

<https://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service/>

NHS Complaints Advocacy Service (POhWER)

POhWER is a national service that supports people who want to make a complaint about their NHS Care or treatment.

Your local POhWER service can be found via this web address:

www.pohwer.net

Email: pohwer@pohwer.net

Tel: 0300 456 2370

Parliamentary and Health Service Ombudsman (PHSO)

The PHSO investigates complaints about the NHS in England and how they have been handled. If you are not content with our reply to your complaint, you may ask the PHSO to review your complaint:

www.ombudsman.org.uk

Tel: 0345 015 4033

Care Quality Commission (CQC)

You can also inform the CQC if you wish to raise concerns about care you have seen or experienced in health and social care services.

<https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

Local Clinical Commissioning Group (CCG)

<https://www.eastsussexccg.nhs.uk/>

NHS England

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help them learn from your experiences and make improvements to services they commission:

<https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse>

Email: england.contactus@nhs.net

Tel: 0300 311 22 33