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. You can do this by speaking with a receptionist who will try and answer your concerns and, if not, will ask another member of the team to speak with you. If the problem cannot be resolved 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 details of your complaint if preferably in writing. Please note that any immediate needs within your complaint may not be addressed therefore please send in any immediate needs separately.

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

Complaints should be addressed to the Patient Liaison Officer preferably in writing. We encourage patients to put complaints in writing as it helps us to investigate the specifics in order to establish the root causes and solution. You may ask to discuss your concerns with the Patient Liaison Officer. It will be helpful if you are as specific as possible about your complaint. It will also be helpful if you let us know of any outcomes you would like to see from your complaint. Please note that any immediate needs within your complaint may not be addressed therefore please send in any immediate needs separately.

Please email complaints to: sxicb-esx.hastingsoldtownsurgery@nhs.net

What will we do?

- We shall acknowledge your complaint within three working days of receipt of the complaint. This may be by receipt of an automated email. We shall endeavour to respond within a reasonable time scale. Please note there is currently no timescale for responding to complaints however we will endeavour to address your complaint as swiftly as possible. If a response to your complaint may possibly take longer than six months we will contact you and update you on how the investigation is progressing.

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 if deemed necessary and 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 Sussex Complaints Team**

NHS Sussex
Sackville House
Brooks Close
Lewes
BN7 2FZ
Tel: 0300 140 9854

- **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