

**Drs Kabler, Thompson, Hampson & Ward
The Chipping Surgery, Symn Lane
Wotton-under-Edge, Glos
GL12 7BD**

Patient Information Leaflet on the Management of Complaints

If you have a complaint or concern about the service you have received from the Doctors or any of the personnel working in this Practice, please let us know. We operate a Practice Complaints Procedure as part of an NHS complaints system, which meets or exceeds national criteria.

The Practice will ensure that any issues arising from a complaint, will not affect any ongoing treatment of the Complainant from the Surgery and they will continue to be treated.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned.

If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE - ideally within a matter of a few days. This will enable us to establish what happened more easily.

If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

You should address your complaint to the Practice Manager – Mrs Debra Phillips either:

By phone:	01453 842214
In writing:	The Chipping Surgery, Symn Lane, Wotton-under-Edge, Glos GL12 7BD – you can use the attached form
E-mail:	Deb.Phillips@glos.nhs.uk

The Practice Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

A Third Party Consent Form is available on request

WHAT WE WILL DO

We will acknowledge your complaint within 2 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish.

When we look into your complaint, we will:

- investigate the circumstances
- make it possible for you to discuss the problem with those concerned
- make sure you receive an apology if this is appropriate
- ensure that any learning outcomes and actions are implemented to make sure the problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

TAKING IT FURTHER

If you do not feel able to talk with the Practice for whatever reason or if you remain dissatisfied with the outcome, you have the option to refer the matter to the NHS England National Call Centre:

Contact Method	Advice on information required from the patient by NHS England
By post: NHS England PO Box 16738 Redditch B97 9PT	<ul style="list-style-type: none">• Address with subject line: 'For the attention of the complaints manager'.• Provide as much information as possible to allow NHS England to investigate the complaint. Include some or all of the following:<ul style="list-style-type: none">○ your name and a valid email or home address for reply;○ a clear description of your complaint;○ copies of earlier associated correspondence between yourself and NHS England (if relevant) and○ any valid correspondence case reference numbers if provided on any previous contact.
By email: england.contactus@nhs.net	With 'For the attention of the complaints manager' in the subject line. Then the information as above
By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)	

On receipt of the patient's complaint, NHS England should offer the following options:

- To contact the Practice on their behalf to resolve the issues/concern(s) raised

Or, if this is not acceptable

- Offer to refer the complaint to the Complaints Coordinator in the Gloucestershire Area Team for investigation. The Practice will be contacted by the Area Team to arrange investigation by the Practice Manager. The response will be returned to the Area Team within an agreed time scale. The Area Team will compile a response letter which will be returned to the Practice for final agreement. This is then signed by the Area Team on behalf of NHS England.
- The letter will also include contact details of the Parliamentary Health Service Ombudsman:

*The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank,
LONDON SW1P 4QP*

Tel: 0345 015 4033

www.ombudsman.org.uk

As with the Practice Procedure, a record will be kept of the complaint/issues raised, any actions taken and lessons learnt. This can be used as part of evidence of compliance with the Care Quality Commission regulation requirements.