

The Complaints Process



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at The Chipping Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to chipping.admin@nhs.net

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Complaint's Manager, Lorraine Hollingworth or the Clinical Complaints Lead, Dr Rachael Hampson, but note this may need to be a booked appointment.

The best way to help us look into a complaint fairly is to tell us, as simply as possible, **what happened, when it happened, what the main problem is, and what the patient would like to happen next**. A short message in your own words is often a lot more helpful than a long letter written by AI.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

NHS Gloucestershire ICB
Sarah Truelove, Chief Executive
NHS Gloucestershire Integrated Care Board
Shire Hall
Westgate Street
Gloucester
GL1 2TR

Email: glicb.pals@nhs.net

Telephone: 0800 0151 548

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager or Clinical Lead will respond to all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

The Chipping Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

The Chipping Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

The Chipping Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

The Chipping Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

Further action

If you are dissatisfied with the outcome of your complaint from either Gloucestershire ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk