

IF YOU ARE UNHAPPY WITH OUR RESPONSE TO A COMPLAINT

We hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact:

South East Complaints Hub, NHS Frimley ICB, Aldershot Centre for Health, Hospital Hill, Aldershot, Hampshire, GU11 1AY
Email: frimleyicb.southeastcomplaints@nhs.net
Phone: 0300 561 0290

As a last resort, if you are not happy with our response, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk>

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk> or email: enquiries@cqc.org.uk

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Abbeywell Surgery has to keep to strict rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so.

Written consent from the person concerned will be required before we can communicate with someone on their behalf, unless they are incapable of providing this due to illness or disability.

IF YOU REQUIRE ADVOCACY SUPPORT FOR YOUR COMPLAINT

Advocacy services are available to support people living in Hampshire who want to make a complaint about their NHS Care or treatment.

For more information about patient advocacy, visit the VoiceAbility website at www.voiceability.org; or phone 0300 303 1660



Abbey Mead site: The Abbey, Romsey, SO51 8EN
Nightingale site: Great Well Drive, Romsey, SO51 7QN
Telephone: 01794 512218 or 01794 517878
Website: www.abbeywellsurgery.co.uk

Complaints & Compliments Leaflet

Let the Practice know your views



Partners

Dr Tracey Ryan, Dr Simon Lippiett,
Dr Dan Boaden, Dr Will Fraser,
Dr Anthony Mah, Dr Claire Hodgekiss,
Dr Louise Evans

Salaried GPs

Dr Elizabeth Price-Thomas,
Dr Anna Mackenzie, Dr Louise Corcoran,
Dr Harriet Fowler

Practice Manager Mrs Leanne Barter

Please take a copy

LET THE PRACTICE KNOW YOUR VIEWS

Abbeywell Surgery are always looking for ways to improve the services we offer to patients. To do this effectively, we need to know what you think about the services you receive.

Tell us what we do best; where we don't meet your expectations, plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

PATIENT PARTICIPATION GROUP (PPG)

All of our registered patients are welcome to attend any meeting of the Patient Participation Group without giving prior notice. Meetings will be announced on the news pages of our website. If you're interested in hearing about the activities of the Patient Participation Group, receiving newsletters and also being able to contribute to group activities online, please register via our website today:

<https://www.abbeywellsurgery.co.uk/about/patient-feedback/patient-participation-group/>

COMPLIMENTS

We welcome positive feedback where we have done well. Compliments boost morale and genuinely mean a great deal to our staff. All compliments will be passed onto the relevant individual(s) concerned.

PRACTICE COMPLAINTS PROCEDURE

We strive to deliver an excellent standard of care to all of our patients but if we have fallen short of what you expect, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Any complaint is treated in confidence and will not have an impact on your care or treatment. If you make a complaint, it is practice policy to ensure you are not discriminated against and there will be no negative effect on your care, treatment or support as a result.

HOW TO COMPLAIN

In the first instance, please discuss your complaint with the staff member concerned.

Many concerns can be rectified immediately.

Where the issue cannot be resolved at this stage, and you wish to make a formal complaint, please address the details of your complaint to our Practice Manager, in writing or via our practice website. Our Practice Manager will try to resolve the issue and offer you further advice on our complaints procedure.

Please inform us of your complaint as soon as possible, ideally within a matter of days.

This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem

OR

- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 20 working days of the date you raised it with us. We will contact you in writing with an explanation and offer a meeting with the person(s) involved.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again