

Complaints

We always try to provide the best possible service, but there may be times when you feel this has not happened. If you have a complaint or concern about the Practice or care you have received, you are entitled to ask for an explanation.

We take all complaints seriously and investigate them fully. We very much hope matters can be resolved at a local level. This leaflet outlines our Practice policy to handle complaints.

The formal requirements

We are required to;

- Publicise our complaints procedure
- Acknowledge receipt of a complaint within three working days
- Write to you on the completion of a complaint investigation, explaining how it has been resolved, what action has been taken and reminding you of your right to take the matter to the Parliamentary and Health Service Ombudsman
- Assist you in following the complaints procedure

- Deal efficiently with complaints and investigate them properly
- Ensure we have a designated manager for complaints

Our Policy

Complaints should be made in writing to our Complaints Manager, Mr Garry Whiting and sent to the address on the front of this leaflet.

A complaint must be made within 12 months of an incident happening or of you becoming aware of the matter complained about.

Your complaint will be acknowledged within three working days, providing a time scale by which our full response will be made. The complaint will be investigated in full with an independent clinical overview if necessary.

If you are unhappy with our response, you can self-refer your complaint to the Parliamentary and Health Service Ombudsman. They can be contacted on 0345 015 4033 or you can visit their web site www.ombudsman.org.uk

We are unable to deal with complaints about external private treatment, events that are subject to legal action or those being investigated by a professional disciplinary body.

Complaints we receive about other providers of healthcare services (including the out of hours GP service) will be acknowledged and passed to them for their direct response.

Alternatives

Whilst we would rather see any complaint about our service made directly to us for resolution, if you feel you would rather complain elsewhere, you can contact:

NHS England
PO Box 16738
Redditch
Surrey B97 9PT

Telephone 0300 311 2233

Advocacy Service

The NHS Complaints Advocacy Service supports and provides guidance to people who wish to make a complaint about NHS care or treatment. They can be contacted at PO Box 14043, Birmingham, B6 9BL.

Telephone 0300 456 2370

Who can complain?

Anyone who is receiving, or has received NHS treatment or services can complain.

If you are unable to complain then someone else, such as a relative or a friend can complain on your behalf.

They will need to include your written consent within their complaint for us to be able to respond to them direct.

Making a complaint will not adversely affect any care and treatment you may be receiving. Information about your complaint will not be filed in your medical records.

All complaints are dealt with in strictest confidence.



Heathgate Medical Practice

Comments

Complaints

Compliments

Heathgate Medical Practice

**The Street
Poringland
Norwich
NR14 7JT**

**01508 494343 (T)
01508 495423(F)**

**Surgeries at:
The Street Poringland
&
The Street Rockland St Mary**

www.heathgatemedicalpractice.co.uk