

CORNERWAYS SURGERY

COMPLAINTS PROCEDURE

Cornerways Surgery welcomes compliments, suggestions or concerns about the service you have received from the doctors or any of the staff working at this practice.

We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

As a patient of the NHS you have a right to:

- *Have your complaint dealt with efficiently
- *Have your complaint properly investigated
- *Be informed of the outcome of your complaint
- *Take your complaint to the Health Service Ombudsman if you are not satisfied with the outcome

Dr. Sayers is the Practice's Lead Partner who will be responsible for overseeing this complaints procedure and signing off the annual report to the PCT.

The Practice has appointed the Practice Manager as Complaints Manager and is responsible for the handling of complaints that are received by the Practice.

How to complain:

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

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible.

We will acknowledge your complaint within three working days and offer to make arrangements to discuss your concerns. We will also give you an idea of how long our investigation may take.

We will then investigate your complaint within the practice.

We will keep you informed of the progress of our investigation.

We will send you a response explaining the outcome of our investigation and any actions to be taken as a result.

We will aim to have looked into your complaint as soon as is reasonably possible. When we look into your complaint we shall aim to:

- Find out what happened and what went wrong.
- Make it possible 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 we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Help and Advice

You may also receive advice from:

The Patient Advice and Liaison Service (PALS) Coastal West Sussex Federation NHS Sussex 1 The Causeway, Worthing, West Sussex
BN12 6BT – Tel: 01903 505456 – Email: spctc.cwspals@nhs.net

OR

The Independent Complaints Advocacy Service (ICAS) South East Regional Office, 18 Wellington Square, Hastings, East Sussex TN34 1PB – Tel: 0845 600616 – Email: southeast.icas@seap.org.uk

OR

Healthwatch West Sussex provides a free and independent health complaints advocacy service - Independent Health Complaints Advocacy Service (IHCAS)
The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW
Telephone – 0300 012 0122
helpdesk@healthwatchwestsussex.co.uk or

ihcas@healthwatchwestsussex.co.uk

As an alternative to approaching the practice, patients can go directly to NHS England with a complaint – details are as follows:

By post: NHS England, PO Box 16738, Redditch B97 9PT

By email: england.contactus@nhs.net – please state for the attention of the Complaints Team in the subject header

By telephone: 0300 311 22 33

What to do if you are not happy with our response

If you are not happy with our response, you can ask the Health Service Ombudsman for an “independent review”. Their details are as follows:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: Complaints Helpline 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

The Practice/Complaints Manager will keep a record of all complaints received together with details of timescales and outcomes. This information will contribute to the identification of service improvements, staff training needs as well as forming part of the Practice’s Annual Report on Complaints for NHS England.