



Practice Complaints

Procedure

(updated Sep 14)

If you have a complaint or concern about the service you have received from the Doctors or any of the Staff working in this Practice, please let us know. We operate a Practice Complaints Procedure as part of the NHS System for dealing with complaints and our complaints system meets National Criteria. We aim to listen, resolve your problem and learn from experiences.

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 so that the details can be easily established.

Complaints should be addressed to the Practice Business Manager, alternatively, you may telephone, or ask for an appointment to discuss your concerns. It will be a great help if you are as specific as possible about your complaint. Please be assured that any complaint will not have any effect on your treatment from the surgery.

What we will do

We shall acknowledge your complaint within three working days, either verbally, or in writing. We welcome the opportunity to discuss all matters with you and to involve you in the process as to how we will handle the complaint. We will deal with the investigation as efficiently and as speedily as is reasonably practical and we will keep you informed of the progress if matters are delayed for any reason. Once we have fully investigated, we shall then be in a position to offer you a written explanation, or a meeting with the people involved. 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 does not 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.

What happens if you are unhappy with our complaints procedure?

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. Alternatively, if you prefer, you can contact NHS England (details overleaf) who will discuss with you whether it is appropriate for them to investigate a complaint on your behalf. Whichever route you choose, if you remain dissatisfied with the result of the investigation, you can refer your complaint to the Parliamentary and Health Service Ombudsman for England (details overleaf).

Complaining about Out of Hours Service (NHS 111)

The out of hours service is run independently from the surgery.

Please see details for NHS 111 overleaf

Please turn over for useful contact details

USEFUL CONTACTS

PALS (Patient Advice and Liaison Service)

A confidential information, advice and support service for patients, carers and relatives.

For details of your local service please ring as appropriate below

WESTERN SUSSEX HOSPITALS NHS TRUST (WSHT)	
Worthing & Southlands	Tel: 01903 285032
	Email: palsworthing@wsht.nhs.uk
St Richards	Tel: 01243 831822
	Email: palschichester@wsht.nhs.uk
SUSSEX COMMUNITY NHS TRUST (SCT)	
Community & specialist nurses (incl childrens); continence; falls prevention; MSK referrals; podiatry; wheelchair service	Tel: 01273 242292
	Email: sc-tr.serviceexperience@nhs.net
SUSSEX PARTNERSHIP FOUNDATION NHS TRUST (SPFT)	
Mental health services including: child and adult services; dementia; substance misuse.	Tel: 01903 843026
	Email: service.experience@sussexpartnership.nhs.uk
SOUTH EAST COAST AMBULANCE NHS FOUNDATION TRUST (SECAMB)	
Ambulance service and 111	Tel: 01273 484830
	Email: pals@secamb.nhs.uk

NHS 111

For formal complaints regarding NHS 111

South East Coast Ambulance Service NHS Foundation Trust

40-42 Friars Walk, Lewes, East Sussex. BN7 2XW Tel. 01273 484832 Email complaints@secamb.nhs.uk

ICAS (Independent Complaints Advisory Service)

An independent advocacy service supporting people with concerns about NHS Services.

Central & South East Citizen's Advice Service Tel: 0844 477 1171

Parliamentary and Health Service Ombudsman for England

For use if you are not satisfied with the surgery dealing of complaints

Millbank Tower, London SW1P 4QP Tel: 0345 015 4033 E-mail: phso.enquiries@ombudsman.org.uk

Department of Health Website

For information about the NHS Complaints Procedure visit

www.dh.gov.uk

CQC National Customer Service Centre

Checks on Governmental standards

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA Tel. 03000 616161

NHS England

PO Box 16738 Redditch B97 9PT

Tel. 0300 311 2233

E-mail: england.contactus@nhs.net or nhscommissioningboard@hscic.gov.uk