

HOW TO COMPLAIN

Tell us about it

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 want to provide the best possible service and your comments will help us to improve it.

Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are unable to resolve your complaint in this way you can either talk to our Practice Manager about it or write to us as soon as possible after the event and ideally within a few days. We will accept complaints made within 12 months of an incident or within 12 months of you discovering a problem.

If you are dissatisfied with the outcome

If your complaint has not been resolved to your satisfaction you should contact NHS England either by telephone (0300 311 2233) or by email (england.contactus@nhs.net)

You also have the right to approach the **Ombudsman** whose contact details are:

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

Tel 0345 015 4033

Website: www.ombudsman.org.uk

Getting Help

If you would like assistance making the complaint you can ask **The Independent Complaints Advocacy Service** which is a local independent Health Complaints Advocacy Service provided by SEAP (Support Empower Advocate Promote). They provide free confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

SEAP is available on: 0300 343 5705

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else.

Where the patient is incapable of providing consent due to illness, accident or mental incapacity it may still be possible to deal with the complaint. Please provide precise details of the circumstances which prevent this in your covering letter.

Send your written complaint to:

**Mrs AJ Baheerathan,
Practice Manager, Cherrymead Surgery,
Queensmead Road, Loudwater, High
Wycombe, Bucks HP10 9XA**

Email: cherrymead.management@nhs.net

What we will do

We try to settle complaints as soon as possible.

When we look into your complaint we will aim to:

- ♦ Find out what happened and what went wrong.
- ♦ Make sure you receive an apology where this is appropriate.
- ♦ Make it possible for you to discuss the problems with those concerned if you would like this.
- ♦ Change our systems to minimise the chance of the problem happening again.

We will acknowledge receipt of your complaint within 3 working days.

Once your complaint has been received, the Practice must carry out a full investigation and provide you with a full written response. The response should set out the findings and, where appropriate, provide apologies and information about what's being done as a result of your complaint.