

Carisbrooke Surgery

Practice Complaints Procedure

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 a NHS system for dealing with complaints. Our complaints system meets national criteria.

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**, ideally within a matter of days or at most a few weeks, because this will enable us to establish what happened more easily. Complaints must be made within 12 months of the incident.

Complaints should be addressed to the Practice Manager or any of the doctors. You may complain orally, in writing, or by email. If you make an oral complaint a written record will be kept. Alternatively, complaints may be passed to the local CCG, who will either investigate the complaint themselves, or, with the complainant's consent, will pass the complaint back to the practice to manage.

What we shall do:

We will acknowledge your complaint within three working days of receipt. We will offer you the opportunity to discuss your complaint with the Practice Manager and we will tell you how and within what time scale we will endeavour to deal with it. We will keep you informed of our investigations into your complaint.

We will:

- investigate 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
- advise you of your right to take your complaint to the Health Service Ombudsman should you not be satisfied with the outcome within the Practice.

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.

For more advice you can contact PALS (Patient Advice and Liaison Service) on 01424 755255 or the Hastings and Rother Clinical Commissioning Group on 01424 735600

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