

Patient Feedback and Complaint Form

If you have a complaint or concern about the service you have received from the clinicians or any member of practice staff, please let us know. We operate a practice complaint procedure as part of a NHS complaints system, which meets or exceeds national criteria.

How to Complain

We hope that we can sort most problems out easily and quickly, in many circumstances at the time that they arise and directly with the person concerned. If you wish to make a formal complaint, please do so **as soon as possible** - ideally within 24 hours. This will enable us to establish what happened more easily. Where this is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing or email to Alison Laidler, Patient Services Coordinator, using the attached form. They will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible when outlining your complaint.

Complaining on Behalf of Someone Else

We abide strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. A consent form signed by the person concerned is required, unless they are incapable (due to illness or infirmity) of providing this. This is included in **Section 4** of the form.

What we will do

We aim to acknowledge your complaint within 3 working days and to have it fully investigated within 10 working days of the date it was received. If for any reason the investigation is taking longer, we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

If you are in need of support or help in making your complaint, there is a free advocacy service available to patients:

SEAP (Support Empower Advocate Promote) (An NHS Advocacy Service)

SEAP
PO Box 375
Hastings
TN34 9HU

T: 0330 343 5733

F: 01424 204687

Email: info@seap.org.uk

www.seap.org.uk

If you remain dissatisfied with the outcome you may refer the matter to:

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

T: 00345 0154033

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

We would like to thank you for your time in filling in this form and hope that we can come to a mutual resolution and improve the quality of care we provide in our practice.

Section 1 – Incident Details

Please include the branch name, dates, times, and names of practice staff, if known

Date		Time	
Account of the incident			
Date of Submission			

Section 2 – Patient Details

Please ensure that this section contains the details of the Patient that this complaint affects.

Patient Signature		Date	
Patient Name		Date of Birth	
Address			
Telephone Number			

If you are **NOT** the patient that this complaint affects please fill in **Sections 3 + 4**

Section 3 – Complainant Details

Signature		Date	
Name			
Address			
Telephone Number			

Section 4 – Third Party Consent

If you are complaining on behalf of a patient or your complaint or enquiry involves the medical care of a patient then the consent of the patient will be required. Please obtain the patient's signed consent below.

I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint only, and I wish for the person named in Section 2 to complain on my behalf.

This authority is for (mark as appropriate)

An indefinite period		A limited period only	
		Authority valid until	
Patient Signature		Date	

Please send your completed form to:

Alison Laidler, Patient Services Coordinator, Three Chequers Medical Practice, 72 Endless Street, Salisbury, SP1 3UH or via email wccg.threechequersfeedback@nhs.net