

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

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

Tel: 0345 015 4033

Open: 08:30 – 17:30 - Monday to Friday

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

You may also approach PALS for help or advice;

The Patient Advice and Liaison Service (PALS) provides 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.

PALS

NHS South, Central & West

Patient Advice and Complaints Team
Jenna House, Avon Way,

Langley Park

Chippenham, Wiltshire

SN15 1GG

Telephone: 0300 561 0250

Email: scwcsu.palscomplaints@nhs.net

Independent Advice & Help

The organisation below will support with advice and assistance in making a complaint

The Advocacy People, Wiltshire

(Independent Health & Social Care Complaints Advocacy Service):

PO Box 375

Hastings

East Sussex

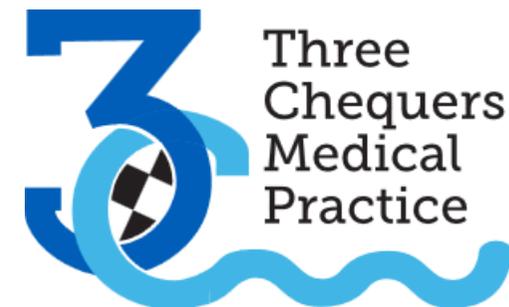
TN34 9HU

Tel: 0330 440 9000

SMS: 80800 (starting message with "PEOPLE")

Email: info@theadvocacypeople.org.uk

Web: www.theadvocacypeople.org.uk



Feedback Procedure

**Form available at Reception
or via our Website**

Three Chequers Medical Practice

Endless Street Surgery
Three Swans Surgery
Porton & Old Sarum Surgery
Winterslow Surgery

Telephone: 01722 336441

Negative Feedback

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 not able to resolve your issue in this way and you wish to submit formal feedback you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident or within 12 months of you discovering that you have a problem. Please give as much detail as you can.

If you are a registered patient you can submit feedback about your own care. You are unable to feedback about someone else's treatment without their written authority. See the separate section in this leaflet.

We can provide you with a separate feedback form to register your feedback and this includes a third-party authority form to enable feedback to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written feedback to:

Alice Grundy

Communications and Systems Lead

Three Chequers Medical Practice

72 Endless Street

Salisbury

SP1 3UH

Or via Email

bswicb.threechequersfeedback@nhs.net

What we do next

We look to resolve feedback as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into feedback we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so. We will apologise for mistakes made if appropriate.

Where your feedback involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your feedback has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your feedback and also your right to escalate the matter further if you remain dissatisfied with the response.

Submitting Negative Feedback on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to submit feedback 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 about it.

Please ask at reception for the Feedback Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

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

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.