

ALTERNATIVE ROUTES FOR COMPLAINTS

We hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and provide us with an opportunity to review our own performance.

If you prefer not to deal with the practice directly, you have the option to contact NHS England. This body has responsibility for primary care in South Gloucestershire; GP practices, dental practices, opticians and pharmacies. Patients with complaints or concerns can contact the NHS England Customer Contact Centre:

Telephone 0300 311 2233 e-mail England.contactus@nhs.net or write to them at:

NHS Commissioning Board,
PO Box 16728
Redditch B97 9PT

If you remain unhappy after local resolution and independent review then you can complain to the Parliamentary and Health Service Ombudsman. The Ombudsman is completely independent from the NHS and Government.

Telephone 0845 015 4033, visit their website www.ombudsman.org.uk or write to them at:

Citygate
47-51 Mosley Street
Manchester
M2 3HQ

In addition to the above, if you need advice and support with writing letters of complaint or attending meetings relating to a complaint, the Advocacy Service "Care Forum" can be contacted on 0808 808 5252.



**KINGSWOOD
HEALTH CENTRE**

PRACTICE COMPLAINTS PROCEDURE

Kingswood Health Centre
Alma Road
Kingswood
Bristol
BS15 4EJ
Tel: 0117 3012080

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint to make, or a concern to express, about the service you have received from the Doctors or any of the Staff working within the Practice, then please let us know.

We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints.

HOW TO COMPLAIN

We know from experience that most problems can be sorted out quickly and easily, often at the time the problem has arisen and with the person concerned.

If your problem cannot be sorted out in this way, and you wish to make a formal complaint, we would like you to let us know as soon as possible - ideally, within days of the problem arising. This will enable us to more easily establish the facts relating to the situation under investigation.

If it is not possible to submit your complaint quite so quickly, please provide us with specific details of your complaint:-

- * within 12 months of the incident that created the problem

OR

- * within 12 months of discovering that you have a problem

All formal complaints should at first be referred directly to the Practice Manager, Robyn Clark. This will best be achieved either by making an early appointment in order to discuss your concerns, or by putting your complaint in writing.

We shall be happy to supply you with a standardised complaint form for the purpose which can be collected from the reception desk or downloaded from the practice website.

WHAT ACTION WE SHALL TAKE

The Practice Manager will make early contact with you, explain and clarify the Complaints Procedure to you, promptly follow up the complaint on an agreed basis and then report back to you as soon as the matter has been properly investigated.

We aim to acknowledge your complaint within two working days and will then proceed to investigate it. We will aim to keep you updated on the timescales for this investigation.

When we investigate a complaint we shall aim to:

- * Find out what happened and what went wrong.
- * Make it possible for you to discuss the problem that has arisen directly with the person concerned - if you would like this to be arranged.
- * Provide you with a written response where this is appropriate.
- * Try to ensure that the problem does not reoccur

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we must observe the rules of medical confidentiality. This means that we can only accept a complaint on behalf of someone else if we have **written authority** of the person concerned, that is, unless the person is incapable, through illness, of providing this. This power of authorisation can be recorded on the back of our standardised Patient Complaint Form which is available at Reception.