

BISHOPS WALTHAM 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 the 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. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints to the Practice:

You should address any complaint to:

Adrienne Ely
Practice Manager
The Surgery
Lower Lane
Bishops Waltham
SO32 1GR

Tel: 01489 892288

Alternatively, you may ask for an appointment in order to discuss your concerns. During the appointment the Practice Manager will explain the complaints procedure to you and make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do:

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you a meeting to agree a timeframe for resolution and to reach an agreement on how you wish the complaint to be handled. When we look into your complaint, we shall aim to:

- Establish what happened
- Make it possible for you to discuss the problem with those concerned, if you would like this; (any conversations with complainants will be documented and meeting held within the practice will be minuted)
- Where appropriate, make sure you receive an apology; (if the complainant, or the complainant's relative has since died and any further correspondence will be amended to reflect this)
- Identify what we can do to make sure the problem doesn't happen again
- Hold a regular review of comments and complaints to ensure continuous improvement in the service we provide to our patients

Complaints to NHS Hampshire

You may choose to make your complaint directly to the NHS Hampshire rather than the practice. You may make your complaint orally or in writing within 12 months of the incident happening or of becoming aware of the problem. This 12 month limit does not apply if the responsible body is satisfied that:

- There were good reasons for not making the complaint within that time limit
- Despite the delay, it is possible to investigate matters effectively and fairly

Complaints should be addressed to:

Freepost RTHH-KGST-ZRBC
Healthwatch Hampshire
Westgate Chambers
Staple Gardens
Winchester
SO23 8SR

Tel: 01962 440 262

Website: www.healthwatchhampshire.co.uk

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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Assistance for making a complaint

For independent advice regarding complaints against the NHS you can contact:

SEAP (Independent Advocacy Service)
SEAP Hastings
Upper Ground Floor
Aquila House
Breeds Place
Hastings
East Sussex
TN34 3UY

Tel: 0300 3435711

Minicom: 01424 457601

Email: Hampshire@seap.org.uk

Website: www.seap.org.uk

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of resolving the problem and an opportunity to improve our practice.