

If you are dissatisfied with the outcome of your complaint

You have the right to approach the
Health Service Ombudsman.

Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may also contact NHS England for help or advice

For all enquiries and complaints about primary care services (GPs, Dentists, Opticians and Pharmacies) NHS England can provide confidential advice and support regarding any concerns you may have about the care provided. They will also guide you through the different services available in the NHS

Email: England.contactus@nhs.net

We endeavour to listen to our patients, involve them in healthcare discussions, thereby ensuring our services evolve to meet their needs. This is in addition to continuing to provide a professional, high quality and non-discriminatory service.

STONEFIELD STREET SURGERY VISION STATEMENT

Stonefield Street Surgery aims to provide a caring, patient-centred, efficient and cost effective primary healthcare service to all registered patients.



Stonefield
Street
Surgery



Complaints Procedure

Patients Information



| | |
|---------------|--------------|
| Appointments | 01706 646234 |
| Prescriptions | 01706 650355 |
| Lab results | 01706 510939 |

Introduction

We endeavour to offer an outstanding patient centred service, but reluctantly accept that on occasion you may have cause to complain. If and when you do complain, our priority will be to address and resolve your issues as quickly as possible.

We have a robust system in place to ensure your complaint is dealt with in a fair and reasonable way and in a professional, effective and efficient manner. Below is an outline of our complaints procedure.

Complaints Process

You are unhappy with the service received

You report your dissatisfaction to a member of staff

The member of staff will attempt to resolve your issue immediately

If you are still dissatisfied, you will be issued with this complaints process leaflet coupled with an explanation of the complaints process. This will include, but is not limited to how to complain to other agencies

You submit a documented verbal complaint and receive an initial response within 3 days or you submit a written complaint and receive an initial written response within 5 days

Your complaint will be investigated by the most appropriate person and be presented by the practice manager, and reviewed by the GP partners, at the next practice meeting

An outcome of the investigation will be determined and communicated to you in the most appropriate way. The timeframe for this response will be outlined at the initial response stage

You have the right to escalate the complaint to other agencies if you are still not satisfied with the outcome

It is sincerely hoped that any complaint you have about the practice can be dealt with by those charged with ensuring patient care is delivered to the appropriate standard. Opting to complain to the practice directly doesn't affect your right to complain to the Health Service Ombudsman. The Health Service ombudsman's contact details can be found on the reverse of this leaflet.

Should you wish to discuss this document with the practice management or a GP partner, please contact the reception desk and request an appointment.

If you feel uncomfortable approaching the practice directly, you can contact the Patient Participation Group who will raise the complaint on your behalf, anonymously if required. Their contact details are available on the PPG notice board in the Surgery's waiting room.

