

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from a doctor or any of the other staff working at this practice, please let us know. This will help us to learn from your experience and where necessary put things right for the future.

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 formal complaint, please let us know as soon as possible – ideally within a matter of days. This will help us to find out what happened and put things right more quickly.

Formal complaints should be made, preferably in writing, to our Practice manager Nikki Shayler. She can also be contacted via email on nikki.shayler@nhs.net. She will explain the next steps to you and make sure your concerns are dealt with promptly. It will be a great help if you can be as specific as possible about your complaint. Alternatively, you can raise formal complaints with our commissioner NHS England (contact details on last page).

What we will do

We will acknowledge letters of complaint within three working days and aim to have investigated matters within ten working days of the date the complaint was first raised with us.

We will then be in a position to offer you an explanation or a meeting to discuss the matter with the person(s) involved. When we look into your complaint we shall aim to:-

- * Find out what happened and/or what went wrong;
- * Make it possible for you to discuss the problem with those concerned, if you would like this;
- * Make sure you receive an apology where this is appropriate;
- * Identify what we can do to make sure the problem does not happen again.

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

What if you are not happy with our response ?

Our services are commissioned by **NHS England** so you can also ask them to investigate any complaint regarding primary care services:

NHS England F.A.O. Complaints Manager
PO Box 16378
Redditch B97 9PT
T: 0300 311 22 33
E: England.contactus@nhs.net

If you are not satisfied with the outcome of our investigation or response, you have the right to approach the **Ombudsman**:

Parliamentary & Health Service Ombudsman
Millbank Tower, Millbank,
London SW1P 4QP
T: 0345 0154033
E: phso.enquiries@ombudsman.org.uk

Other help and advice is available from:

ICAS: The Independent Complaints Advocacy Service is a national service that supports people who want to make a complaint about their NHS care or treatment.

T: 0330 440 9001
E: basingstokeicas@seap.org.uk
Clarendon House 1st floor
9-11 Church Road, Basingstoke RG21 7QG

Please help us to help you

Always try to come to the Surgery to be seen. We will then have your health records to hand and the equipment to help diagnose and treat any problem you may have.

Please cancel any appointment you do not need, so that we can give it to someone else. You can now cancel (and rebook) routine GP appointments via our Online Patient Access service **at any time** (even when the practice is closed). Please ask for your Patient Access Registration details.

Home visits are for the housebound and seriously ill. If you want a doctor to visit, please try to telephone us as soon as possible (ideally first thing in the morning to help us respond and plan visits efficiently). A doctor will then normally ring you back to discuss the situation.

Cogges Surgery
12 Cogges Hill Road
Witney OX28 3FS

Tel 01993 700505

www.coggesgpsurgery.org.uk

Please ask if you
would like this
Complaints Leaflet
in a larger font size.

Cogges Surgery

Any problems with our service?

**If we don't know about it,
we can't try & improve it**