

### **Initial action**

Complaints should be addressed to **Karen Brooks**, the Practice Manager, or any of the doctors.

Karen can be contacted in writing here at the surgery or alternatively, via email, at [k.brooks@nhs.net](mailto:k.brooks@nhs.net).

Alternatively, you can book an appointment with Karen to discuss your concerns.

She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.

It would be of great help to her if you could have precise details of your problem available.

We have produced a Complaints Form to help you do this, which can be found on the other side of this leaflet.

### **What we will do**

We will acknowledge receipt of your complaint within 3 working days of the date you raised the matter with us. Your complaint will be fully investigated with the people concerned, this will enable us to be in a position to offer an explanation, or arrange a meeting with the people involved.

When we investigate your complaint, we will aim to:

- a. Find out what happened and what went wrong
- b. Make it possible to discuss the problem with those concerned (if agreeable)
- c. Where appropriate, ensure you receive an apology
- d. Identify what can be done to ensure that the problem does not re-occur

### **Complaining on behalf of somebody**

Please note that we abide strictly to the rules of patient and medical confidentiality. If you are complaining on behalf of somebody else, we have to ensure you have their permission to do so.

The person should sign the Complaints Form giving you permission to complain on their behalf. A letter signed by the person will also be accepted.

The signed consent may be waived if the person concerned is incapable (because of illness) of providing this. But evidence such as a Power of Attorney will be need in these circumstances.

### **NHS Complaints Procedure**

We hope that, if you do have a problem, you will use our Practice Complaints Procedure.

We believe that this will give us the best chance to put right whatever has gone wrong and an opportunity to improve our service.

However, this does not affect your right to use the NHS Complaints Procedure instead of the Practice Complaints Procedure if you choose.

NHS ENGLAND

**Tel: 0300 311 22 33**

**Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

In writing: NHS England, PO Box 16738, Redditch, B97 9PT

If you remain unhappy with the response to your complaint you can contact the "Parliamentary Ombudsman" (who is completely independent of the NHS and Government) at:

**Tel: 0345 015 4033**

**Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**

In writing: The Parliamentary and Health Service Ombudsman, Mill Tower, Millbank, London, SW1P 4QP

### **When should you complain?**

As soon as possible. Complaints should normally be made within 12 months of the date of the event that you're complaining about, or as soon as the matter first came to your attention.

Springwood  
  
Surgery

Rectory Lane, Guisborough, TS14 7DJ  
01287 619611 (Tel)

[www.springwoodsurgery.nhs.uk](http://www.springwoodsurgery.nhs.uk)

## **COMPLAINTS FORM**

**PATIENT INFORMATION LEAFLET –  
COMMENTS, SUGGESTIONS & COMPLAINTS**

If you have a complaint or concerns about the service you have received from the doctors, nurses, any of the staff working in this practice or doctors covering the out of hours service, please let us know.

We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

Our complaint 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. However, 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, within a few weeks – because this will enable us to establish what happened more easily.

