

## Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working at this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets standard criteria; please ask at reception for a copy of this leaflet.

**Note: If you make a complaint it is practice policy to ensure you are not discriminated against or subjected to any negative effect on your care, treatment or support.**

How to complain: In the first instance, please discuss your complaint with the staff member concerned. Where this cannot be resolved, please contact Tiffany Boulton, Practice Manager, contact details are below. She will endeavour to resolve any issues or concerns and offer you further advice on the complaints process.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. If it is not possible to raise your complaint immediately, please let us have details within the following timescales:

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

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within 3 weeks of the date it was received. When the practice looks in to your complaint it aims to:

1. Ascertain the full circumstances of the complaint
2. Make arrangements for you to discuss the problem with those concerned
3. Make sure you receive an apology, where this is appropriate
4. If a problem is identified, look at what the practice can do to make sure it does not happen again

If you are unhappy with our complaints procedure or that your complaint has not been resolved locally, the next step would be to contact NHS England; please see below for their contact details. If you remain unhappy with the way the NHS has dealt with your complaint, you can refer it to the Parliamentary Health Service Ombudsmen for England which is independent of the NHS; please see below for their contact details.

The Care Quality Commission (CQC) would also like to hear from you if you have received poor care, they do not get involved and settle individual complaints but use the information provided when inspecting health and social care services to ensure that important standards of quality and safety are being met. Please see below for their contact details.

<p><u>Tiffany Boulton, Practice Manager</u> Lavant Road Surgery, 8 Lavant Road Chichester, PO19 5RH Tel: 01243 527264 Email: <a href="mailto:practice.lavantroad@nhs.net">practice.lavantroad@nhs.net</a></p>	<p><u>NHS England</u> PO Box 16738, Redditch, B97 9PT Tel: 0300 311 2233 Email: <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a></p>
<p><u>Parliamentary and Health Service Ombudsmen for England</u> 11<sup>th</sup> Floor, Millbank Tower, London SW1 4QP Tel: 0345 015 4033 Email: <a href="mailto:phso.enquiries@ombudsmen.org.uk">phso.enquiries@ombudsmen.org.uk</a></p>	<p><u>Care Quality Commission (CQC)</u> City Gate, Gallow Gate Newcastle Upon Tyne, NE1 4PA Tel: 0300 061 6161 Email: <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></p>
<p><b><i>Healthwatch</i></b> – is the name of a consumer champion for Health and Social Care. They will work with people to get the best out of their care services; providing advice and information plus also assisting in the complaints procedure if required.</p>	<p>Healthwatch West Sussex Health Informatics Service The Billingshurst Community Centre Roman Way, Billingshurst, RH14 9QW Tel: 0300 012 0122 <a href="mailto:helpdesk@healthwatchwestsussex.co.uk">helpdesk@healthwatchwestsussex.co.uk</a></p>