

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem with the service you have received, that you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us you can contact NHS England

NHS England
The Complaints Manager
PO Box 16738
Redditch, B97 9PT

england.contactus@nhs.net

Telephone: 0300 311 22 33 – Mon to Fri 8am to 6pm

For all complaints, comments, advice and support relating to community services and secondary care and for general advice relating to NHS services, contact the CCG's patient experience team

Patient Experience
FREEPOST RTEZ-YHRC-RZKZ
Pomona House
Torquay
TQ2 7FF

patientfeedback.sdtccg@nhs.net

Telephone: 01803 652 578

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

<http://www.cqc.org.uk/contact-us>

ICAS & OMBUDSMAN

ADVOCACY SERVICE FOR NHS COMPLAINTS

Independent advocacy service include:

- POhWER – a charity that helps people to be involved in decisions being made about their care. POhWER's support centre can be contacted via 0300 456 2370
- SeAp Advocacy – gives advocacy support. Call 0330 440 9000 for advice or text SEAP to 80800
- Age UK – may have advocates in the area. Visit their website or call 0800 055 6112
- Local councils can offer support in helping the complainant to find an advocacy service. Visit <https://www.gov.uk/find-your-local-council>

Alternatively, you can contact Healthwatch Torbay, who can help you to find independent NHS complaints advocacy services:
Telephone: (Freephone) 08000 520 029
Email: info@healthwatchtorbay.org.uk

OMBUDSMAN

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

COMPASS HOUSE MEDICAL CENTRES

King Street, Brixham TQ5 9TF
Tel: 01803 855897
Email: compasshouse@nhs.net

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

Patient Liaison Manager

Emma Trayhorn

Senior Partner

Dr Rob Bromige

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

COMPASS HOUSE MEDICAL CENTRES is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from any member of staff working in 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 national criteria.

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

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 12 months of the incident that caused the problem
- OR**
- Within 12 months from when the complaint comes to your notice

Complaints should be addressed to **Mrs Emma Trayhorn, Patient Liaison Manager** or any of the doctors. Emma will explain the complaint procedure to you and will make sure that your concerns are dealt with promptly. It would be a great help if you could be 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. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint we shall aim to:

- Find out what happened and 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 doesn't happen again.

In exceptional circumstances such as national states of emergency, we will extend our complaints response time to 28 days, subject to change.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that COMPASS HOUSE MEDICAL CENTRES keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.