

## Western Road Surgery Comments, complaints and suggestions

**Our aim is to provide the highest level of care for all our patients. We will always be willing to listen if there is any way that you think that we can improve the service we provide.**

### **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 because 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 occurring which is the cause for concern.

Our Practice Manager, Julie Jackson, will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to Julie Jackson, Practice Manager or arrange an appointment to see her at a mutually convenient time.

***In writing*** – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of Julie Jackson, Practice Manager, as soon as possible.

***To a third Party*** – If you do not feel you are able to address your complaint with us then you may prefer to do so via the NHS Commissioning Board (details overleaf in “what you can do next”)

### **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 21 working days of the date when you raised it with us.

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 appropriate
- identify what we can do to make sure the problem doesn't happen again.

We shall then be in a position to give you an explanation in writing and will also offer you the opportunity to meet with the people involved.

### **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 you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

You can also contact the NHS Commissioning Board if you feel you cannot raise your complaint with us *or* you are dissatisfied with the way we are dealing with your complaint. You may contact them at PO Box 16738, Redditch, B97 9PT or email them at [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk) With your permission they will work with you and us to help resolve your complaint.

Support in making your complaint is also available from the Essex Healthwatch on 01376 572829.

If you remain dissatisfied with the responses to your complaint, you have the right to ask for an independent review through the Parliamentary and Health Service Ombudsman. The address is Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP. The telephone number is 0345 015 4033 and their fax number is 0300 061 4000. Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

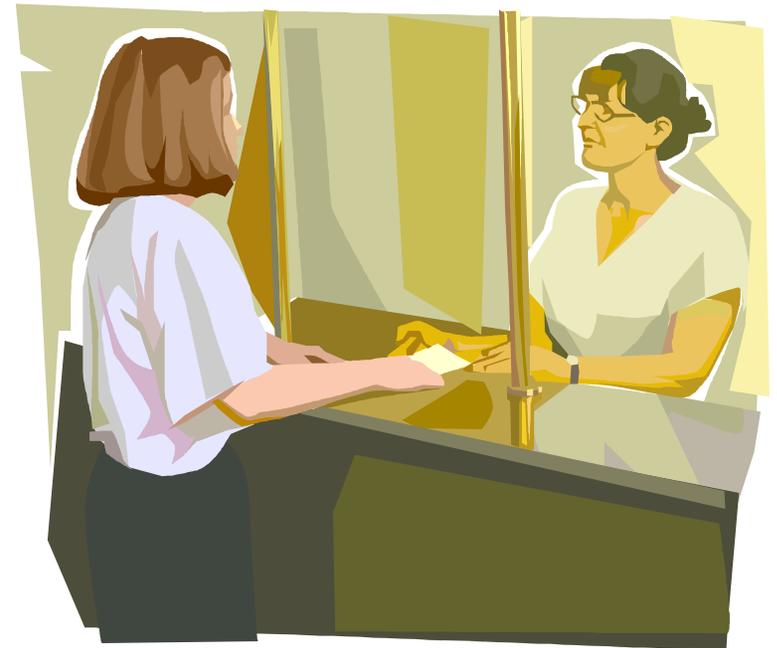
## Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

## ***Western Road Surgery***

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