

## CAMPDEN 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 hear if there is any way that you think that we can improve the service we provide.**

#### **Help us get it right**

We constantly try to improve the service we offer and welcome your contribution.

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 by writing to the Practice Manager.

#### **Making a complaint**

If, however, 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. By making a complaint the care and treatment you receive in future will not be affected in a negative way. 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 our Practice Manager 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 writing to the Practice Manager.

#### **What we shall do**

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 25 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

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

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### **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.

However this does not affect your right to approach NHS Gloucestershire ICB via PALS if you feel you cannot raise your complaint with us *or* you are dissatisfied with the way we are dealing with your complaint. Primary care services are commissioned by NHS England Area Teams. You can make a complaint about Primary Care services in Gloucestershire to the commissioner by contacting:

- **NHS Gloucestershire Integrated Care Board**

Freephone 0800 0151 548.

Chief Executive Officer, NHS Gloucestershire Integrated Care Board

Sanger House 5220 Valiant Court Gloucester Business Park

Gloucester GL3 4FE Email [glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)

Website: [www.glosccg.nhs.uk/about-you/your-experience/](http://www.glosccg.nhs.uk/about-you/your-experience/)

PALS can also co-ordinate and lead complaints about multiple providers.

- If you would like free independent help, advice or support you can contact the Independent Complaints Advocacy Service (ICAS). They will arrange an interpreter if you need one.  
Unit 3, Premier House, Willowside Park, Canal Road, Trowbridge, Wiltshire, BA14 8RH, tel 0845 1203 782
- If you are ultimately not happy with how we have dealt with your complaint, and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman who make final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use. To take your complaint to the Ombudsman, visit <http://www.ombudsman.org.uk/make-a-complaint> or call 0345 015 4033 or send “call back” with your name and mobile number to 07624 813005.  
NHS Ombudsman, Citygate, Mosley Street, Manchester M23HQ
- Contacting the Care Quality Commission:  
If you have a genuine concern about a staff member or regulated activity carried on 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>