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PATIENT COMPLAINT INFORMATION

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned.

We will offer a meeting in private with the Practice Manager and you may be accompanied if you wish. We shall try and resolve the complaint at this meeting but if that is not possible, we shall ask you to make a written complaint.

If you wish to make a written complaint, please do so **AS SOON AS POSSIBLE** - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager (you can use the attached form). The Practice Manager can help you by writing down your complaint if you wish. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is available from Reception.

WHAT WE WILL DO

We will acknowledge your written complaint within 3 working days. We will agree with you how long it will take us to investigate and respond to your complaint. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it

possible for you to discuss the problem with those concerned and make sure you receive an apology if this is appropriate., and take steps to make sure any problem does not arise again.

You will receive a final letter setting out an explanation of how we considered the complaint, the conclusions we reached and details of any remedial action that has been taken or will be needed.

USE OF PATIENT DATA

The practice is registered under the Data Protection Act 1998. As the data controller of patient information, we are bound to inform you about how we will use the data we hold about you.

If a patient makes a complaint, we may need to consult our Medical Defence Union insurers or legal advisers for advice. Initially, we will send them information about the complaint which has been completely anonymised; the patient cannot be identified.

If the complaint proceeds; i.e. the practice is unable to resolve the issues to your satisfaction, we may provide information about you, and treatment you have received, to our Medical Defence Union insurers or legal advisers.

TAKING IT FURTHER

You may contact independent advocacy services for assistance with a complaint. The local PALS office can put patients in contact with a suitable service; tel 0800 0851 067. Or you can telephone the NHS Complaints Advocacy Helpline on 0300 330 5454, or visit the website <http://nhscomplaintsadvocacy.org/>

If you are not satisfied with our handling of your complaint, you may contact the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel 0345 015 4033

<http://www.ombudsman.org.uk/>

There is an online complaints form on the website:-
<http://www.ombudsman.org.uk/make-a-complaint/how-to-complain>
