

THE HART SURGERY



YORK ROAD
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HOW TO MAKE A COMPLAINT

Introduction

At The Hart Surgery we strive to give you the very best care and experience possible. We are always very sorry to hear if this is not the case and take all complaints seriously. We look closely at any concerns raised to see if any lessons can be learned or improvements made.

How do I complain?

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned. Or you may wish to drop us a line or speak to a receptionist suggesting something we can improve without wishing it to be considered a formal complaint.

If, however, you wish to make a formal complaint, please do so in writing either by letter or by email to The Practice Manager, Sarah Moberly (sarah.moberly@nhs.net) within 12 months of the event occurring or within 12 months of you discovering that there is a problem, giving as much detail as you can.

If a mistake has been made by another NHS organisation such as a hospital then your complaint should be directed to them, although we would be interested to be copied in, in case we need to take any action.

What will happen next?

Under normal circumstances you will receive an acknowledgement of your complaint within three working days of its receipt. The complaint will be discussed with the doctors at the next practice meeting (which is held weekly) and with any other relevant parties (If appropriate we may ask for input or advice from external specialist clinicians) and you will receive a follow-up or final letter within 10 working days.

We will do our very best to ensure that complaints are resolved to all parties' satisfaction within 6 months and to keep you updated as to how the complaint is being managed.

We hold a complaints review meeting with the whole staff at least twice a year when we go over any complaints received in that period and check that recommended changes have been implemented and are working well and that all staff are aware of any part they need to play.

Confidentiality

All complaints will be treated in the strictest confidence. We will not usually attach your complaint to your medical record but keep a separate, anonymised copy of the complaint and response on a separate system.

Discrimination against Complainers

Please be reassured that if you do feel the need to make a complaint, we will continue to give you and your family the best care possible, as we do all our patients. We will not treat you any differently if you have raised a complaint against us but will remain professional, friendly and caring for as long as you are registered at the surgery.

Unreasonable and Aggressive Complaints

We completely understand, particularly when matters of health are concerned, that you may feel angry or frustrated when you feel something should have been done differently. However, we have a duty to keep our staff safe both physically and mentally and it is inappropriate to swear or to be aggressive, threatening or violent towards them, either in person or on the telephone. Any patient who does will have robust action taken against them which in extreme circumstances include calling the police or removing them from our patient list.

Complaining on someone else's behalf

We keep to the strict rules of medical confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are happy for us to speak to you about it.

Where the patient is incapable of providing consent due to illness, accident or death it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent gaining consent in your covering letter.

Who Else Can I Complain To?

If you feel uncomfortable complaining to the GP Surgery directly then you can make a complaint to the commissioner of the services instead. NHS services are commissioned, planned and paid for by either NHS England or Clinical Commissioning Groups (CCGs). NHS England is responsible for purchasing primary care services such as GPs and you can contact them by letter to

The Complaints Manager
NHS England
PO Box 16738
Redditch B97 9PT or
via email england.contactus@nhs.net

If you are unhappy with the outcome of your complaint either by the surgery or NHS England you can refer the matter to the Parliamentary and Health Service Ombudsman by sending a letter to

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
www.ombudsman.org.uk

“I genuinely welcome feedback from patients, both good and bad as it is the only way to know what we are doing right and what we can improve upon to make the care received at The Hart Surgery the best it can possibly be”

*Sarah Moberly
Practice Manager*

