

# RIVERSIDE SURGERY

## PATIENT COMPLAINTS LEAFLET

We welcome compliments, suggestions or concerns about the service you have received from the doctors or any of the staff working in this practice.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

As a patient of the NHS you have a right to:

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Be informed of the outcome of your complaint
- Take your complaint to the Health Service Ombudsman if you are not satisfied with the outcome

### **How to complain (Local Resolution)**

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 by writing to the Practice Manager. Alternatively, you can phone the surgery on 01403 274700 and ask to speak to the management team.

- We will acknowledge your complaint within three working days and offer to make arrangements to discuss your concerns. We will also give you an idea of how long our investigation may take
- We will then investigate your complaint within the practice.
- We will send you a response explaining the outcome of our investigation and any actions to be taken as a result
- We will aim to have looked into your complaint within 20 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 this is appropriate;
  - Identify what we can do to make sure the problem doesn't happen again.

## **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. Written consent signed by the person concerned will be needed.

## **Help and Advice**

You may also receive advice from HealthWatch West Sussex - Health Complaints Advocacy Service

Healthwatch West Sussex provides a free and independent health complaints advocacy service (IHCAS) which helps local people explore options for getting their voice heard when they feel something has gone wrong with their health service.

For up to date information see their web link:

<http://www.healthwatchwestsussex.co.uk/complaints-support-1/forms-and-guidance/>

Telephone: 0300 012 0122

Email: [ihcas@healthwatchwestsussex.co.uk](mailto:ihcas@healthwatchwestsussex.co.uk)

Address: The Billingshurst Community Centre  
Roman Way  
Billingshurst  
West Sussex  
RH14 9QW

## **What to do if you are not happy with our response**

If you are not happy with our response (local resolution) you can ask the Health Service Ombudsman for an 'independent review'. Their details are as follows:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)