

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

GUIDE & PALS
NHS Gloucestershire
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth
Gloucester
GL3 4FE
Telephone 08000 151 548

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS Care or treatment.

You can contact the ICAS service at

Unit 3 Premier House
Willowside Park
Canal Road
Trowbridge
Wiltshire
BA14 8RH
Telephone: 01225 762723

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on
0345 015 4033

Or

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

Or

Text phone (Minicom): 0300 061 4298

Or write to:

NHS Ombudsman

11th Floor

Millbank Tower

London

SW1P 4QP

Telephone: 020 7217 4051

Or email:

ohsc.enquiries@ombudsman.gsi.gov.uk

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:

Telephone 03000 616161

or alternatively visit the following website:

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

Gloucester City Health Centre

Complaints & Comments Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr N McDowall

Dr J Noonan

Dr E Bilton

Dr S Loader

Dr S Kane

Salaried GPs

Dr A Loader

Dr E Morrison

Please Take a Copy

07/07/2016

LET THE PRACTICE KNOW YOUR VIEWS

Gloucester City Health Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

We want to know when we get it right and welcome compliments. We will let staff know when you think they have done a good job.

You may have a comment you want to make that may help us improve a service.

You may have a concern you would like resolved. If a member of staff could not resolve your concern at the time you may feel you want to make a complaint.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

You can speak to any member of the Practice staff so that immediate action can be taken. Alternatively, you may want to contact the Practice Manager by telephoning (01452) 891110 who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem is more serious or you wish to make a formal complaint, you should do so in writing.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 6 months of the incident that caused the problem
- OR**
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date you raised it with us. If a more detailed investigation is required it may not be possible to give you a response in this time, but we will keep you informed. At this stage, you should be offered an explanation or a meeting with the person(s) involved. When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to make sure the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Gloucester City Health Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following 3 bodies:

NHS ENGLAND

Primary Care Services are now commissioned by NHS England Area Teams. NHS England can be contacted by using the following methods:

By Post:

NHS England
PO Box 16738
Redditch
B97 9PT

Telephone: 0300 311 22 33

By Email:

england.contactus@nhs.net

'For the attention of the complaints Manager' in the subject line.

Please provide as much information as possible.