

# CHARTFIELD SURGERY

## COMPLAINTS PATIENT INFORMATION LEAFLET

At Chartfield we endeavor to provide a high standard of service & care for our patients taking the utmost care to respect their dignity and protect their rights.

**If however you are unhappy with some aspect of our service please do follow the guidance below. You will not be discriminated against for making a complaint.**

### CHARTFIELD POLICY - INFORMAL COMPLAINT

- Most issues can be resolved without you having to make a formal complaint.
- Try having an informal chat with your doctor or a member of staff first. A formal complaint takes time and minor issues are resolved quicker if you just speak to a person on sight. For example, if you have problems booking a GP appointment speak to the practice manager (Soraya Dizia). If you are worried about something during your hospital outpatient appointment talk to one of the nurses or the clinic manager.
- NHS England calls this informal process 'local resolution' and urges everyone to see if things can be solved there and then before they escalate to a real problem.

However, if making an informal complaint doesn't solve your problem, or even if it does but you would still like to make a formal complaint, you should follow Chartfield Surgery's Formal complaints procedure as below. If this still does not solve the issues you are experiencing or you feel uncomfortable making a complaint directly to the surgery then you can make a complaint NHS England.

### CHARTFIELD POLICY – FORMAL COMPLAINT

- Make your complaint as soon as possible and ideally within 12 months of the date of the event occurring, or as soon as the matter first came to your attention.
- Outline your complaint in writing addressed to the Practice Manager, Soraya Dizia. Please include as much information as possible including relevant events, dates, times, names and conversations, and include all necessary details.
- The Practice policy is to acknowledge & respond to all complaints within 3 working days. If appropriate you will be offered a meeting to discuss your concerns.
- The matter will be investigated and within 10 working days you will receive a written reply to your complaint with a full explanation and findings of the investigation. If a full letter of explanation cannot be sent within that time frame, you will be notified that investigations are still being carried out. If appropriate you will be offered another meeting to discuss findings.
- If you are happy with the findings and handling of the complaint then the practice will close the matter.
- If you are unhappy with the outcome of your complaint you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and government.  
The Parliamentary and Health Service Ombudsman  
Millbank Tower, Millbank, London, SW1P 4QP, Tel: 0345 015 4033  
<http://www.ombudsman.org.uk/make-a-complaint>

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### THE NHS COMPLAINTS PROCESS

#### **MAKING A COMPLAINT TO NHS ENGLAND**

If you don't feel like you can solve issues informally or formally with your GP and/or Chartfield Surgery, you can contact NHS England who are responsible for purchasing primary care services.

When you contact NHS England via Telephone 0300 311 2233 or email ([england.contactus@nhs.net](mailto:england.contactus@nhs.net)) ensure you state 'For the attention of the complaints manager' in the subject line.

You should provide as much information as possible to allow NHS England to investigate your complaint, such as:

- your name and contact details
- a clear description of your complaint and any relevant times and dates
- details of any relevant healthcare providers or services
- any relevant correspondence, if applicable

### WHO CAN HELP YOU MAKE A COMPLAINT?

#### **CUSTOMER CARE (WANDSWORTH CCG)**

You can get help and advice from Customer Care at Wandsworth CCG (Clinical Commissioning Group). They offer confidential advice, support and information on health-related matters to patients, their families and their carers. Tel 0208 871 5189 or email [wandsworth.pals@nhs.net](mailto:wandsworth.pals@nhs.net)

#### **NHS COMPLAINTS ADVOCACY**

If you would like help to make a complaint there is a confidential, free & independent NHS service available to assist you make a complaint about a National Health Service. They can help you to understand the NHS Complaints process and make a complaint about your issues and offer support at any point during the complaints process, we can give you that support <http://nhscomplaintsadvocacy.org/> OR 0300 330 5454

#### **CITIZENS ADVICE BUREAU**

Your local Citizens Advice Bureau can be a great source of advice and support if you want to complain about the NHS, social services or local authorities. You can [search for your local Citizens Advice Bureau](#) on its website.

#### **HEALTHWATCH**

Local Healthwatch may also offer free independent information or advice about how to make a comment about local health services.