

INDEPENDENT HEALTH COMPLAINTS ADVOCACY

(IHCA)

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

You can contact the IHCA service at

SEAP
PO Box 375
Hastings
East Sussex
TN34 9HU
Telephone: 0330 440 900
Email: info@seap.org.uk

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 our 'call back' service: 07624 813 005

Or write to:

NHS Ombudsman

11th Floor

Millbank Tower

London

SW1P 4QP

Telephone: 0345 015 4033

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 HEALTH ACCESS
CENTRE AND BRANCHES**

**Complaints &
Comments Leaflet**

Let the Practice Know Your Views

Please Take a Copy

LET THE PRACTICE KNOW YOUR VIEWS

Gloucester Health Access Centre & Branches are 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.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

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

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager, Mrs Susie Graham who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

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

- Within 12 months of the incident that caused the problem
- OR
- Within 12 months of discovering that you have a problem (provided this is within the 12 months)

The practice will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date you raised it with us. 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 HEALTH ACCESS CENTRE AND BRANCHES keep 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, you can contact:

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.