

INDEPENDENT HEALTH COMPLAINTS ADVOCACY

Independent Health Complaints Advocacy in Gloucestershire is provided by POHWER Advocacy. This service supports people who wish to make a complaint about the service they have received from NHS providers.

Telephone: 0300 456 2370

Email: glosadvocacy@pohwer.net

Text: Send the word 'pohwer' with your name and mobile number to 81025

Website: <https://www.pohwer.net/Gloucestershire>

OMBUDSMAN

If you are not happy with the response from us, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

Telephone: 0345 015 4033

Text: Send 'call back' with your name and mobile number to 07624 813 005

Website www.ombudsman.org.uk

Post:

NHS Ombudsman
Citygate, Mosley Street,
Manchester, M2 3HQ

THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried out by G DOC Ltd, then you can contact the Care Quality Commission on:

Telephone: 03000 616161

Email: enquiries@cpc.org.uk

Website: www.cqc.org.uk

G DOC Ltd

G DOC Ltd is a GP provider company formed in 2012, G DOC is a membership organisation and all GP practices in Gloucestershire are shareholders. Its aim is to strengthen general practice by delivering safe, high quality and innovative primary care.

GP Practices that G DOC Ltd manage:

Blakeney Surgery

Phone: 01594 510225

Website: www.blakeney surgery.nhs.uk

Email: blakeney.surgery@nhs.net

Gloucester Health Access Centre and Matson Lane
Surgery

Phone: 01452 336290

Website: ghac.co.uk

Email: glicb.info.ghac@nhs.net

Partners in Health

Phone: 01452 385555

Website: www.partnersinhealthgloucester.nhs.uk

Email: glicb.partnersinhealth.admin@nhs.net

The Lydney Practice

Phone: 01594 842167

Website: www.lydneypractice.nhs.uk

Email: reception.team8@nhs.net

Please address complaints for the attention of the
Practice Manager



NHS
Providing NHS services

Complaints & Comments Leaflet

Please Take a Copy

G DOC LTD

Registered Office: Quayside House, Quay Street, Gloucester, GL1 2TZ
Registered in England and Wales. CRN 08230041



LET US KNOW YOUR VIEWS

G DOC Ltd is always looking for ways to improve the services it offers to patients. To do this effectively, we need 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 our patients can we continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS SECTION BELOW

- 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?

Please tick below to indicate which Practice you are commenting on:

Blakeney Surgery

Gloucester Health Access Centre and Matson Lane

Partners in Health

The Lydney Practice

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from us, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints.

If you make a complaint, it is practice policy to ensure you are not discriminated against or disadvantaged in any way.

HOW TO COMPLAIN

If possible, please discuss any problems with a member of the Practice team at the time they arise. If you feel that a problem cannot be dealt with in this way, please contact the Practice Manager who will try to resolve the issue and offer you further advice on our complaints procedure (Contact details for each G DOC practice can be found on the back page of this leaflet).

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 investigated your complaint within 40 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 investigates 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 we can do to make sure the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that G DOC LTD 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

We 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 directly, you can contact:

NHS GLOUCESTERSHIRE INTEGRATED CARE BOARD

Primary Care Services are commissioned by NHS England Area Teams. You can make a complaint about Primary Care Services in Gloucestershire to the Commissioner by contacting:

Telephone: 0800 0151 548

Email: glicb.pals@nhs.net

Post:

Chief Executive Officer
NHS Gloucestershire Integrated Care Board
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth
GL3 4FE

Website: www.gloucestershireccg.nhs.uk/about-you/your-experience/

Please provide as much information about your complaint as possible.