

If you would prefer NHS England to investigate your complaint on your behalf, you can contact them directly via england.contactus@nhs.net.

Alternatively you can contact them at:

NHS England,
PO Box 16738,
Redditch,
B97 9PT

0300 311 22 33

If You Are Dissatisfied with the Outcome

We hope that we are able to address your concerns through our local resolution process, however we are obliged to inform you that you have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your complaint if you feel unhappy once local resolution is completed.

The Parliamentary and Health Service Ombudsman

Milbank Tower,

Milbank,

London,

SW1P 4QP

:0345 0154033

Email phso.enquiries@ombudsman.org.uk

Website www.ombudsman.org.uk

You may also find it helpful to contact the NHS complaints advocacy service. In our area, this is Swan Advocacy who can support Wiltshire residents to make a formal complaint about the care or service they received from the NHS.

T: 01722 341851

E: mail@swanadvocacy.org.uk

December 2015

Complaints Procedure A Guide for Patients

Tinkers Lane Surgery
Royal Wootton Bassett
Wiltshire
SN4 7AT



Making a Complaint

Most problems can be sorted out quickly and easily either with the person concerned or with the Practice Manager and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident

Or within 12 months of you discovering that you have a problem

State your case clearly giving as much detail as you can:

If you are a registered patient you can complain about your own care.

You are unable to complain about someone else's treatment without their written authority. See 'Complaining on Behalf of Someone Else' in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at Reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Mrs C Gorman, Tinkers Lane Surgery, Tinkers Lane, Royal Wootton Bassett, Wiltshire SN4 7AT or charlotte.gorman@nhs.net

However, if you feel too uncomfortable to complain to the practice manager directly, you can make a complaint to NHS England instead. Details are on the back of this leaflet.

How We Handle Your Complaint

We look to settle complaints as soon as possible. We will acknowledge receipt within 3 working days and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and to make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

If your complaint involves more than one organisation (e.g. social services) we will liaise with them so that if possible you can receive one coordinated reply. We may need your consent to do this.

NHS England is responsible for purchasing primary care services such as GPs, dentists, pharmacists, optical services and some specialised services. If you feel it is more appropriate you may wish to raise your complaint with NHS England, contact details for whom are overleaf.

Complaining on Behalf of Someone Else

We keep to the strict rules of confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy and that we can deal with someone else about it. Please ask at Reception if this is the case or speak to the Practice Manager if this is not possible.