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| If You Are Dissatisfied with the Outcome  If we have been unable to resolve your complaint to your satisfaction you have the right to approach the Health Service Ombudsman. The contact details for this are:  The Parliamentary and Health Service Ombudsman  Milbank Tower, Milbank, London, SW1P 4QP  : 0345 0154033  Website [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  You may also approach Wiltshire CCG PALS for help and advice.  The Patient Advice and Liaison Service (PALS) can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services that are available from the NHS.  Contact details for Wiltshire CCG PALS:  PALS and Complaints Manager, NHS Wiltshire Clinical Commissioning Group, Southgate House, Pans Lane, Devizes, Wiltshire, SN10 5EQ  **0300 123 103** wccg.complaintsandpals@nhs.net  If you wish NHS England to investigate your complaint on your behalf, you will need to contact them directly via [england.contactus@nhs.net](mailto:england.contactus@nhs.net).  Please ensure you state ‘For the attention of the complaints manager’ in the subject line. Alternatively you can contact them at:  NHS England, PO Box 16738, Redditch, B97 9PT  **NHS England Telephone: 0300 311 22 33** |  | *Complaints Procedure*  *A Guide for Patients*  *Please also see separate complaint*  *form available from Reception* |
| 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:**  **Mr R Noel, Tinkers Lane Surgery, Tinkers Lane, Royal Wootton Bassett, Wiltshire SN4 7AT or** [**rob.noel@nhs.net**](mailto:rob.noel@nhs.net)Site 2, Gaski Road, Speke, Liverpool, UK L24 9GR  However, if you feel too uncomfortable to complain to the practice manager directly then you can make a complaint to Wiltshire CCG 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 medical personal 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. |