

# Heywood Family Practice

## Comments, Concerns, Complaints and Compliments

**Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.**

### **Making a complaint**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem, provided that is within 18 months of the incident.

Our Practice manager will be pleased to deal with any complaint and will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

**In person** – ask to speak to the Practice Manager

**In writing** – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible

### **What we shall do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

There might be times where due to the complex nature of a complaint, we need additional time in order to carry out an investigation. Where this is the case, we will keep you advised of progress at all times.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

## Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. In some cases, we may ask for confirmation of who the patient's Personal Representative is. This may be because the patient has died or they have asked someone else to act on their behalf. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach the NHS England or Bristol, North Somerset and South Gloucestershire Clinical commissioning Group if you feel you cannot raise your complaint with us. They 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 available from the NHS. NHS England can be contacted on 0300 311 2233 or via [england.contactus@nhs.net](mailto:england.contactus@nhs.net) and the CCG on 0800 0730907 or via [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net).

If you remain dissatisfied with the responses to your complaint, you have the right to ask for an independent review through the Parliamentary and Health Service Ombudsman (PHSO). Their contact details are:

Parliamentary and Health Service Ombudsman  
Milbank Tower  
Milbank  
London SW1P 4QP

Website: <https://www.ombudsman.org.uk/about-us/contact-us>

tel: 0345 015 4033

fax: 0300 061 4000

## Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better –

Richard Harrison  
Practice Manager

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