

Practice Complaints Procedure

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If you have a complaint or concern about the service you have received from the doctors or any of the staff working within this Practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time that 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 the most a few weeks, this will enable us to establish what happened more easily. If it is not possible to do this, please let us have the details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Written complaints, either by letter or email, should be addressed to The Patient Experience Manager or Practice Manager, or follow the link on our web site for raising concerns or giving feedback. Alternatively, you may ask for an appointment with the Patient Experience Manager to discuss your concerns, either over the telephone or face to face. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What will we do?

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within 40 working days from the date that you raised it with us. We shall then be able to offer you an explanation in writing. When we investigate your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss this problem.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to ensure this problem does not happen again.

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 must know that you have permission to do so. A consent form signed by the person

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concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to NHS England

We hope that if you have a concern, you will use the practice complaints procedure. We believe that this will give us the best chance of putting right what has gone wrong and an opportunity to improve our practice. Complaining via the practice does not affect your right to approach NHS England if you feel that you cannot raise your complaint with us.

NHS England
PO Box 16738
Redditch
B97 9PT

By email
england.contactus@nhs.net

If you are dissatisfied with the outcome of our investigation you should contact:

The Parliamentary and Health
Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

0345 015 4033

Patients who have a comment or complaint about a hospital, mental health or community trust should contact the provider directly or contact their local ICB who will be able to help.

You may also like to contact the Healthwatch Portsmouth for help. The addressed and telephone numbers of their local offices are as follows:

Healthwatch Portsmouth,
Kingston Road,
Fratton.
02393541510



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Trafalgar Medical Group Practice

25 Osborne Road
Southsea
PO5 3ND

Eastney Health Centre
Highland Road
Eastney
PO4 9HU

02392 821371

tmgp.complaints@nhs.net