



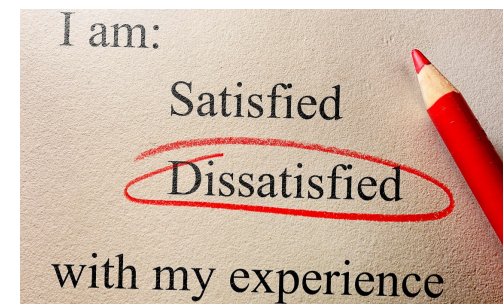
CHURCH VIEW SURGERY COMPLAINTS PROCEDURE



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Dear Patient

If you have a complaint or concern about the service you have received from the Doctors or any of the personnel working in this Practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.

How to Complain

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** ideally within a matter of days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused you the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager (You can use the form of page 4 of this booklet) She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible including dates and times of the incident if known.

Complaining on Behalf of someone else

We adhere strictly to the rules of Medical Confidentiality (more information on our patient confidentiality policy is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be required, unless they are incapable (due to illness or infirmity) of providing this. A Third Part Consent Form is included in this pack.

CCG Services: What do we do?

Working for the commissioners of local services we can help deal with problems about any local provider, with the final decision made by the CCG.

- ◆ Patient transport
 - ◆ Delays and cancellations
 - ◆ Support with multi agency service problems
 - ◆ Referral problems
 - ◆ Help with health costs
 - ◆ Individual funding process and information
 - ◆ Continuing Health Care Funding disputes and retrospective review
 - ◆ Criteria for access to services
 - ◆ Care pathway confusions
 - ◆ Policy on service provision
 - ◆ Discharge planning
 - ◆ Concerns and complaints where the patient does not want to talk to the service provider, or doesn't really know which service to start with.
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For GPs, Dentists, pharmacies and community opticians and their staff and systems, the commissioner is NHS England. If you wish to make a comment or a complaint about any of these services and it cannot be resolved locally with the practice manager, please contact NHS England at: england.contactus@nhs.net or call 0300 311 22 33

All other local services are commissioned by a Clinical Commissioning Group (CCG)

If you have an issue with another local service commissioned by Northern, Eastern and Western Devon Clinical Commissioning Group e.g. physiotherapy, accident and emergency, mental health services, hospital care, children's healthcare. The issues can be raised with the service manager, the PALS and Complaints team at the service, or with the commissioner's PALS and Complaints team at: pals.devon@nhs.net or by calling 0300 123 1672 or text 07789 741 099. Leaflets and posters are available for this service.

In South Devon and Torbay, the South Devon & Torbay Clinical Commissioning Group can be contacted at:

patientfeedback.sdtccg@nhs.net or by calling 01803 625 578.

What will we do?

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 14 working days of the date it was received. If we expect it to take longer we will keep you informed by regular updates every two weeks and explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure the problem does not arise again.

You will receive a final letter setting out the result of any Practice investigations.

If you wish you can also email the Practice Manager direct at: emmarayment@nhs.net and she will respond by email in accordance with the time limitations as above when in office.

Taking it further

If you remain dissatisfied with the outcome you may refer the matter to the appropriate authorities as indicated in the document on page 6

COMPLAINT FORM

Patient / Complainant Full Name :

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Date of Birth:

Address (Including Post Code and contact telephone number:

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Your usual GP is:

Details of Complaint: (Include dates, times and names of Practice Staff / Personnel, if known):

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Signed:..... Date: