Reporting a complaint, informal concern or positive feedback – our process

About us

Devon Doctors Ltd and its subsidiaries, Devon Health and Devon Dental, are social enterprise, not-for-profit organisations. We exist to benefit the communities we serve and are run by healthcare professionals, owned by GP practices and have no shareholders.

Further information regarding our organisation can be found via our website: www.devondoctors.co.uk

Your views matters

It is our am to provide you with the best service and care possible. However, we appreciate that there may be times when the service has not met your expectations. We log all concerns raised and have a robust system to investigate, review and take actions from any lessons to be learnt in order that we can improve the quality of the service we provide.

Who can give feedback?

Feedback can come from the patient or an authorised representative. In the event of a formal complaint, or any issue where a response is required, we have a duty of care to ensure consent is received from the patient or, if the patient is not in a position to provide it, their next of kin.

Types of feedback
1. Formal complaint
2. Informal concerns
3. Positive comments

1. Formal complaint
Complaints should be made within 12 months of the event, or within 12 months of you realising that you had something to complain about.

Independent support when making a complaint
If for any reason you feel you need additional support in making your complaint you can contact:

- Independent Health Complaints Advocacy Service [seap]
  PO Box 375, Hastings TN34 9HU
  Telephone: 0300 343 5730
  Email: info@seap.org.uk
- Patient Advisory and Liaison Service [PALS]
  Telephone: 0300 123 1672 or 01392 267665

If you are not satisfied with the response
If all local options to resolve your complaint have been tried, you have the right to ask the Health Service Ombudsman to review the matter:

- The Parliamentary & Health Service Ombudsman
  Millbank Tower, Millbank, London SW1P 4QP
  Telephone: 0345 015 4033

2. Informal concern

You may not wish to go through the formal complaints process but would like to raise a concern in order that we can learn from it and reduce the risk of anything similar happening to others

3. Positive comments

Staff, clinical and non-clinical, always appreciate positive feedback from patients. We always pass on any feedback to the individuals concerned.

Contacting Devon Doctors for all types of feedback:

- In writing: The Head of Governance
  Devon Doctors
  PO Box 524
  EX1 9EE
- By email: ddocs.patientfeedback@nhs.net
- By telephone: 01392 822340

All calls to and from Devon Doctors Ltd are recorded and retained. Recordings may be monitored and used for the purpose of training, audit and the investigation of feedback.

- Our aim: To resolve the issues you have raised openly and honestly, ensuring that any learning from your experience is acted upon.

What you can expect from us
- Acknowledgement: We will acknowledge your feedback within three working days [from the date received]. You will be given a reference number and the name of the person to contact if you have any queries during the investigation.
- Investigation: Your feedback, formal or informal, will be fully investigated. This will include gathering all relevant documentation, eg patient records and call recordings, and linking, as appropriate, with the clinicians, staff and other organisations involved in your episode of care.
- Review: The review of the investigation will, as appropriate, be undertaken by the Medical Director, Head of Governance, Senior Managers and Chief Executive.
- Respond: If a response is required, we will provide it within mutually agreed timescales.

www.devondoctors.co.uk

We are a social enterprise organisation
and are owned by all of the GP practices in Devon.

**Email ddocs.patientfeedback@nhs.net or call 01392 822340
to get this information in another language or format**

Updated October 2013