

LAWN MEDICAL CENTRE

HOW TO COMPLAIN IF YOU THINK WE HAVE GOT IT WRONG

THE PRACTICE PHILOSOPHY TOWARDS COMPLAINTS

Our aim is to provide expert and friendly personal health care for you and your family. To help us achieve this we need you to tell us when you have any complaints or concerns about the service you receive from the Doctors or the staff working for this practice. We take all complaints very seriously and feel that you are entitled to ask for an explanation.

Our complaints procedure is designed to make sure that we address your complaints as quickly as possible and to your satisfaction.

HOW WILL WE DEAL WITH YOUR COMPLAINT

We will handle your complaint in a positive and friendly way.

We will acknowledge your complaint within 24 hours, investigate your complaint thoroughly and try to reply to you within 10 working days of receiving the complaint. If we cannot give you a full reply we will tell you when we can.

We will offer you an opportunity to speak to the Practice Manager about your complaint or if you prefer, to speak to a doctor.

With your permission we will discuss your complaint at the Partnership Business Meeting. This will enable all the partners and the Practice Manager to learn from your complaint.

WHAT WE WOULD LIKE YOU TO DO

In Person - Ask to speak to the Practice Manager or if you wish to a Doctor.

or

In Writing - Please address a letter to the Practice Manager or Doctor.

We will help you to write down your complaint in your own way if you feel you need help to do so.

DO YOU NEED HELP OR SUPPORT TO MAKE YOUR COMPLAINT

If you would like help or support in making your complaint you might like to ask someone in your family or a friend to help you. We would welcome a family member or a friend attending with you to make your complaint, or if you are making your complaint in writing, they may be able to help you put your points together.

Please note the practice must ensure strict adherence to the rule of medical confidentiality. We therefore cannot provide confidential information without appropriate authority if you are not the patient in question.

WHAT CAN YOU DO IF YOU ARE NOT SATISFIED

If you are not satisfied with how your complaint has been handled or with the outcome, you can contact NHS Commissioning on 0300 311 2233 or e-mail nhscommissioningboard@hscic.gov.uk.

Patients may also use the services of the **Patient Advice and Liaison Service** (PALS) 01793 708758, or feedback.swindonccg@nhs.net.

PALS is a service working for patients, carers and their families. It is part of the changes or modernisation of the Health Service, designed to improve the patient's experience.

As a patient, relative or carer you may need to turn to someone for on the spot help, advice and support. The PALS service aims to make your journey through the NHS as smooth as possible by putting patients at the heart of improving services.

The service aims to:

- Advise and support patients, their families and carers;
- Provide information about health related issues and NHS Services;
- Listen to your concerns, suggestions or queries;
- Help sort out problems quickly on your behalf;
- Signpost to services and support (including complaints procedures);
- Take a proactive approach to seeking the views of the public on the quality of services provided and acting as a key source of information for the Trust.
- Act as a lever for change and improvement by working with individuals and teams throughout the organisation to promote a responsive culture that is receptive to patients/carers feedback.

PALS works with you to help you get the best out of your NHS.