

Westgate Surgery

Listening, Responding and Improving

A brief guide on how to voice your comments, concerns and complaints

Comments, Concerns and Complaints

We aim to provide our patients with the best care we can and would like to hear from you if you have feedback on how we could do something differently.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist or the manager, but if you prefer to give your feedback in writing, please send it to the Practice Manager at the address detailed on the front of this booklet.

If you have a complaint, please do not be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will do our best to put right anything that has gone wrong and this leaflet aims to help you to make your views known to us.

Patient Participation Group Details

We welcome your comments, concerns and ideas through our Patient Participation Group.

westgatepatientgroup@gmail.com.

Alternatively, ask the reception team to add you to the mailing list.

Who Can Make a Complaint?

Every patient has the right to make a complaint about the treatment or care they have received at Westgate Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Time Frames for Complaints

The time constraint on bringing a complaint is 12 months from the occurrence-giving rise to the complaint, or 12 months from the time, you become aware of the matter about which you wish to complain.

When Something Goes Wrong

If you have a complaint or concern the quickest way to resolve it is to speak to a member of the team and if they can resolve it straight away they will do so. If not, they will refer the matter to the Practice Manager who will take matters from there.

What Happens Next?

The Practice Manager will acknowledge your complaint and make early contact with you (within three business days).

Your complaint will be investigated within an agreed timescale and you will be kept informed of progress.

Final Response

Westgate surgery will investigate all complaints effectively and in conjunction with current legislation and guidance. All complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

A final formal response will be sent to all complainants, which will provide full details and the outcome of the complaint investigation.

What Other Options Do I Have?

Complaints can be directed to NHS England rather than the practice and they may undertake the complaint handling or in some cases with your consent, may refer the complaint back to the practice. NHS England is obliged to notify the practice about any complaints it receives with your consent.

What Happens if the Complaint Involves a Hospital?

Where other organisations such as hospitals are involved in the complaint, we will aim to provide you with a co-ordinated response.

If the complaint is about hospital services, please contact:

Patient advice liaison service (PALS).

01227 783145

ekh-tr.patientexperienceteam@nhs.net

Who Can Help with Your Complaint?

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the practice manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigate your complaint. They will contact us on your behalf:

South East Complaints Hub

NHS Frimley ICB

Aldershot Centre for Health

Hospital Hill

Aldershot

Hampshire

GU11 1AY

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net

Advocacy support

Advocacy People

0330 440 9000

www.theadvocacypeople.org.uk

info@theadvocacypeople.org.uk

Further Action

If you are dissatisfied with the outcome of your complaint, then you have the right to refer your complaint to Parliamentary Health Service Ombudsman (PHSO)

They would require a clear statement of what issues remain outstanding.

The Parliamentary & Health Service Ombudsman

Millbank Tower,

Millbank,

London

SW1P 4QP