

FEEDBACK FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____

Dr Fisher & Partners

Patient Feedback Leaflet



LET THE PRACTICE KNOW YOUR VIEWS

Dr Fisher & Partners are always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

Tell us about our service by completing the form on the back of this leaflet

- Was the service good today?
- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you informed of any delays?
- Were our staff helpful and courteous?

HOW TO COMPLAIN

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

If you are complaining on behalf of someone else, medical confidentiality means that we need to know that you have their permission to do so. A note signed by the person concerned will be required detailing what they are prepared to let you see, discuss, and/or be party to.

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and, you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days.

If it is not possible to raise your complaint immediately, please let us have details of your complaint as soon as you are able. This should be within 12 months of the incident that caused the problem or within 12 months of becoming aware of the problem.

The practice will acknowledge your complaint within 5 working days and aim to have looked into your complaint within 15 working days of the date you raised it with us. At this stage you should be offered an explanation or a meeting with the person(s) involved. If the investigation is likely to take longer you will be informed of the delay and the reason for it.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem you will raise it with us however, if you feel you cannot do so, you can raise it with:

NHS England

e-mail: England.contactus@nhs.net

Tel: 0300 311 22 33

By Post: NHS England, PO Box 16738, Redditch, B97 9PT

If you are dissatisfied with the response received either from us or from NHS England, you can escalate your complaint to the Health Service Ombudsman

Health Service Ombudsman

Website: www.ombudsman.org.uk/

Telephone: 0345 015 4033

USEFUL INFORMATION

NHS Choices

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

NHS Complaints Advocacy Service

Website: <http://nhscomplaintsadvocacy.org/>

Helpline 0300 330 5454

Healthwatch Surrey

Website: www.nhscomplaintssurrey.co.uk

Helpline: 0300 030 7333

e-mail: nhs@advocacyinsurrey.org.uk

Text: 07561 392818

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit their website: <http://www.cqc.org.uk>