

GIGGS HILL SURGERY
14 Raphael Drive
Thames Ditton
Surrey KT7 0EB
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F: 020 8398 8874

GLENLYN MEDICAL CENTRE
115 Molesey Park Road
East Molesey
Surrey KT8 0JX
T: 020 8979 3253
F: 020 8941 7914

COLLEGE ROAD SURGERY
4-6 College Road
Woking
Surrey GU22 8BT
T: 01483 771 309
F: 01483 756 343

A Patient's Guide to Comments, Complaints and Suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a Complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** because this will enable us to establish what happened more easily. If it is not possible to do so, please let us have details of your complaint within 12 months unless you could not reasonably be expected to know about the incident or had appropriate reasons for not complaining within this time frame.

Some complaints may be easier to explain in writing or you may feel you wish to raise the issue with the Partners. Please provide as much information as possible in your letter and send it to the Glenlyn Medical Centre address above, marked for the attention of the Complaints Officer as soon as possible.

How the Practice will Handle your Complaint

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

Our Complaints Officer will ensure that your complaint is logged and keep track of it until resolved. Your complaint will be acknowledged within 3 working days. If we are unable to provide a full response to your complaint within fourteen days, we will write to you again to provide you with an update and indicate how long the investigation and resolution may take. The time it takes for us to investigate a complaint is dependent on the nature of the complaint and whether or not other healthcare providers are involved. We will agree timescales with you and are happy to keep in touch with you via telephone and e-mail, if you choose to provide us with these contact details.

When we look into your complaint, we will aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would like this;
- make sure you receive an apology, where appropriate;
- identify what we can do to make sure the problem doesn't happen again.

All complaints and the results of any internal investigations are reviewed by one of the Partners, before we respond to you, so you can be assured that your concerns have been raised at the most senior level. At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on Behalf of Someone Else

If you are complaining on behalf of someone else, please be aware that we are bound by legislation to protect patient confidentiality. This means that we are unable to discuss a patient or their care with a family member, carer or other third party without first having the patient's written permission to do so.

What Else Can You Do?

We hope that if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and give us the ability to improve the practice for others. However, this does not affect your right to approach our Clinical Commissioning Group or NHS England, if you feel you cannot raise your complaint with us or are dissatisfied with the way that we are dealing with your complaint. You will find further information about how to make a complaint to either of these bodies at:

www.england.nhs.uk/contact-us/complaint/#unhappy

Surrey Downs Clinical Commissioning Group Patient Experience Service

Patient Experience Service
Surrey Downs CCG
Cedar Court
Guildford Road
Leatherhead
Surrey
KT22 9AE

By telephone: 01372 201685

By email to: SDCCG.feedback@nhs.net

NHS England

Complaints Team
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

By telephone: 0300 311 22 33

If you are not happy with the response provided, you can ask the independent Parliamentary and Health Service Ombudsman to look at your complaint.

Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP

By telephone: 0345 015 4033

Website: www.ombudsman.org.uk