

Water Meadow Surgery
31a Red Lion Street, Chesham, HP5 1ET
Tel: 01494 782241
Mail: watermeadow@nhs.net

COMPLAINTS

We always try to give you the best service possible, but there may be times when you feel this has not happened. The leaflet explains what to do if you have a complaint about the services we provide for you.

We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made. However, our practice procedure is not able to deal with questions of legal liability or compensation.

If you wish to make a complaint, please telephone, email or write to the practice manager. He will take full details of your complaint and decide how best to undertake the investigation.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by that patient in person

We believe that it is important to deal with complaints swiftly so you will normally either be offered an appointment to discuss matters or receive a reply in writing within seven days. Occasionally it might take a little longer but we will keep you informed. You may bring a friend or relative with you to the meeting.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that, at the end of the meeting, you will feel satisfied that we have dealt with your complaint thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate authorities who will be able to help you.

This procedure has four principal aims:

- To provide an explanation.
- To provide an apology where appropriate.
- To indicate action to be taken by the Practice in order to resolve the problem.
- To consider the implications raised regarding practice procedures, staff training, etc. in order to ensure that the problem does not recur.

This procedure is not intended to apportion blame, or to consider the possibility of negligence or to provide compensation.

If you need help or advice about making a further complaint contact your local, Patient Advice and Liaison Service (PALs)

PALs can

- Listen to your concerns, suggestions or queries
- Help sort out problems on your behalf
- Explain how to make a formal complaint

How to contact PALs;

0800 328 5640 or

Patient Advice and Liaison Service (PALs)

NHS South Central & West Commissioning Support Unit
2nd Floor
Albert House
Queen Victoria Road
HIGH WYCOMBE

Email: feedback.chilternccg@nhs.net

Or you can contact

NHS England
Tel: 0300 311 2233
Email: englandcontactus@nhs.net

If you make a formal complaint and you remain dissatisfied with the way we have handled your complaint you can ask the parliamentary and Health Service Ombudsman to review your case.

Write

Parliamentary and Health Service Ombudsman
13th Floor
Millbank Tower
Millbank
LONDON
SW1P 4QP

Tel: 0345 015 4033

E-mail

Phso.enquiries@ombudsman.org.uk