

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

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

The NHS complaints procedures require us to formally respond within 30 days. However, we believe that it is important to deal with complaints swiftly so we will normally try to reply in writing within fourteen days. Occasionally it might take a little longer but we will keep you informed.

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 process, you will feel satisfied that we have dealt with your complaint thoroughly. However, if this is not the case 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 to resolve the problem.
- To consider the implications raised regarding practice procedures, staff training, etc. 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  
2<sup>nd</sup> Floor  
Albert House  
Queen Victoria Road  
HIGH WYCOMBE

**Email:** [feedback.chilternccg@nhs.net](mailto:feedback.chilternccg@nhs.net)

Or you can contact

NHS England  
Tel: 0300 311 2233  
Email: [englandcontactus@nhs.net](mailto: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  
13<sup>th</sup> Floor  
Millbank Tower  
Millbank  
LONDON  
SW1P 4QP

**Tel: 0345 015 4033**

### **E-mail**

[Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

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