



St. James Surgery **Devizes**

Complaints Procedure

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Practice Complaints Procedure

If you have a complaint or concern about the service that you have received from the doctors or any of the staff working in this practice, please let us know. We operate an informal in-house complaint procedure as part of a NHS system for dealing with complaints.

This procedure does not deal with matters of legal liability or compensation. Our complaints system meets the national criteria and does not affect your right to make a formal complaint to the Wiltshire Primary Care Trust (PCT) Shared Services Consortium or to seek compensation in law.

In some cases the in-house procedure is not the appropriate form of investigation, in which case, you will be referred to the appropriate independent authority.

How to complain

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 – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.





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What we shall do

Once we have received a complaint in writing we will invite you into the practice to discuss your concerns with the Practice Manager or a doctor. If your issue cannot be rectified immediately, we aim to have looked into your complaint within 10 working days of the date when you raised it with us. Your complaint will be investigated within the Practice. It is likely that the investigator will contact you directly to ensure that he or she fully understands your complaint. The investigator will then interview appropriate members involved and may inspect relevant documents.

We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall 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 this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of illness.





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Complaining to Wiltshire Primary Care Trust

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation you have the right to approach the Wiltshire PCT.

You should contact Wiltshire PCT Patients Advisory Liaison Service (PAL) complaints manager for further advice at

Southgate House,
Pans Lane, Devizes,
SN10 5EQ

or contact them on **01380 728899**

