



## **Heathgate Medical Practice Patient Information Comments, complaints, and concerns**

We always try to provide the appropriate service in the appropriate way, but there may be times when you feel this has not happened.

If you have a complaint or concern about the Practice, our service, or the care you have received, we would like you to tell us so we can review what has happened and provide an explanation why things were not as they should have been. Our review may lead to some training or learning for our team.

We take all complaints seriously and investigate them fully and apologise where things have gone wrong. We hope that concerns can be resolved at a local level and this leaflet outlines our Practice policy on handling complaints and concerns.

### **The formal requirements**

We are required to:

- Appoint a complaints manager, which is our Managing Partner.
- Publicise our complaints procedure and this is done through this leaflet available in our surgery or available on our website.
- Acknowledge receipt of your complaint within three working days.
- Write to you on completion of the investigation into a complaint, explaining the review we have undertaken, our findings and what action we have taken.
- Remind you of the right to take your complaint to the Parliamentary and Health Service Ombudsman, details of which are in this leaflet.
- Deal with complaints efficiently.

### **Our policy**

Complaints should be made in writing to our Managing Partner, Mr Garry Whiting and sent to the Practice address or via [mail.heathgate@nhs.net](mailto:mail.heathgate@nhs.net)

A complaint must be made within 12 months of an incident happening or you becoming aware of the matter being complained about. Complaints will be acknowledged within 3 working days, providing a time scale by which our full response will be made. This may vary depending on the review or investigation we need to undertake. The complaint will be investigated in full with independent clinical overview if necessary.

Whilst we would rather see any comments about our service made directly to us for resolution, you can complain to NHS Norfolk and Waveney Integrated Care Board, County Hall, Martineau Lane, Norwich, NR1 2DL. 01603 595857.

If you are unhappy with our response to your complaint, you can self-refer yourself to the Parliamentary and Health Service Ombudsman. They can be contacted on 0345 015 4033 or you can visit their website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**[www.heathgatemedicalpractice.co.uk](http://www.heathgatemedicalpractice.co.uk)**