

If you are dissatisfied with the outcome

If you wish to appeal, you should seek further investigation by writing to the Practice Manager again with specific concerns or issues that you feel gave not been addressed; detailing whether a face-to-face meeting or written response would be preferred.

Alternately, an appeal may be lodged with NHS England:

NHS England
PO BOX 16738
Redditch
B97 9PT

Telephone: **0300 311 22 33**

Email: england.contactus@nhs.net

Please state: '**For the attention of the complaints team**' in the subject line.

If you are still dissatisfied with the outcome, you have the right to approach the Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman
Millbank Tower
21 Millbank
London
SW1P 4QP

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

You may also approach PALS for help or advice:

The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Freephone: 0800 389 6819

(between 9:30am – 3:00pm Monday – Friday, excluding bank holidays)

Email: sneeicb.pals@nhs.net for feedback and queries

Email: sneeicb.complaints@nhs.net to lodge a complaint

Patient Advice and Liaison Service (PALS)

Endeavour House

Russell Road

Ipswich

IP1 2BX

Further help or guidance may be provided by the **Suffolk and North East Essex Integrated Care System (ICS)**:

Telephone: 01473 770 000

Email: sneeicb-nee.enquiries@nhs.net

NHS Suffolk and North East Essex Integrated Care Board

Aspen House

Stephenson Road

Severalls Business Park

Colchester

CO4 9QR



Complaints Procedure

Dr Solway and Dr Roy Practice

Telephone: 01473 927544
www.drsolwayandwhale.co.uk

Making a complaint

We hope that most problems can be sorted out easily and quickly when they occur and involving the individuals 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 as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have more details of your complaint:

- Within 6 months of the incident that caused the problem, or
- Within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident

Complaints should be made in the first instance, in writing and addressed to:

Mrs A Clarke (Practice Manager)

Dr Solway and Dr Roy Practice, Orchard Street, Ipswich, IP4 2PU

Unfortunately we are unable to accept your complaints by email at present.

Once we have received your complaint in writing, you may wish to make an appointment with Mrs Clarke to discuss your concerns personally.

What shall we do?

We will acknowledge your complaint within 5 working days and aim to have looked into your complaint within 28 working days of the date when you first raised the complaint.

When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make sure you receive an apology if this is warranted
- Identify what we can do to make sure the problem does not occur again

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation eg social services, we will liaise with that organisation so that you receive one coordinated reply.

We may need your consent to do this.

Where our complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

Complaining on behalf of someone else

Please note that we are bound by the rule of patient confidentiality and strictly adhere to this. If you are complaining on behalf of someone else, we have to know that you have their written permission to do so unless they are incapable of doing so (due to illness).

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide precise details of the circumstances which prevent this in your covering letter.

Please note we are unable to discuss any issues relating to someone else without their express permission, which must be in writing unless the above circumstances apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third part and this depends on the wording of the authority provided.