

## 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 (because of illness) in providing this.

## What to do if you are not happy with our response

If you are not happy with our response (local resolution) you can ask the Health Service Ombudsman for an 'independent review'. Their details are as follows:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1p 4QP

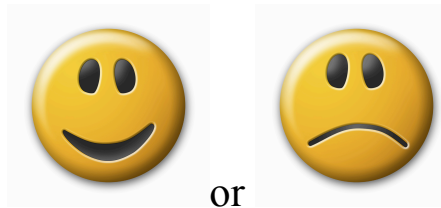
Tel: Complaints Helpline 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## Help and Advice

You may also receive advice from:  
Crawley Commissioning Group  
Crawley Hospital  
West Green Drive  
Crawley  
West Sussex RH11 7DH  
Tel: 01293 600 300 extension 4255  
Email: [CCCG.Contactus-crawleyccg@nhs.net](mailto:CCCG.Contactus-crawleyccg@nhs.net)

Or

The Independent Complaints Advocacy Service (ICAS) South East Regional Office  
18 Wellington Square  
Hastings  
East Sussex  
TN34 1PB  
Tel: 0845 600 8616  
Email: [southeast.icas@seap.org.uk](mailto:southeast.icas@seap.org.uk)



**Assuring you of our best attention  
at all times**

# Pound Hill Medical Group



# Complaints, Compliments & Comments

We welcome your comments and suggestions:  
your complaints can help us to improve our services

We welcome compliments, suggestions or concerns about the services you have received from the doctors or any staff working in this practice

We operate a practice complaints procedure as part of a NHS system for dealing with complaints

As a patient of the NHS you have a right to:

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Be informed of the outcome of your complaint
- Take your complaint to the Health Ombudsman if you are not satisfied with the outcome

**OUR AIM IS TO GIVE YOU THE HIGHEST POSSIBLE STANDARD OF SERVICE AND WE TRY TO DEAL SWIFTLY WITH ANY PROBLEMS THAT MAY OCCUR**

PLEASE HELP US TO HELP YOU

### How to Complain (Local Resolution)

We hope that most problems can be sorted 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 in writing to our Practice Manager, Mr Perry Anderson

What we the Practice will do:

- Acknowledge your complaint within three working days and offer to make arrangements to discuss your concerns. We will also give you an idea of how long our investigations may take
- Investigate your complaint within the Practice
- Keep you informed of the progress of our investigation
- Send you a response explaining the outcome of our investigation and any actions to be taken as a result

We will aim to have looked into your complaint within ten working days of the date when you raised it with us. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible 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 arise again in the future