

Weobley & Staunton on Wye Surgeries



Compliments, Comments and Complaints

**A BRIEF GUIDE ON HOW TO VOICE YOUR
APPRECIATION OR CONCERNS**

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Listening, Responding and Improving at Weobley & Staunton on Wye Practices

In order to provide our patients with the best possible care we would like to hear from you if you think we have done something well or if you feel we could do something differently. Furthermore, we understand that there may be times that you are unhappy with the service received at the practice and we would like to hear about this too.

Giving Us Your Feedback

If you have any comments, compliments or suggestions, please speak initially to the receptionist on duty who will be able to advise you.

If We Fail To Meet Your Expectations

If you have a complaint please do not be afraid to say how you feel. We welcome feedback to improve our standards and you will not be treated any differently if you have complained.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. Usually the NHS Complaints Procedures only deal with complaints made within 12 months of the event or discovering something to complain about. This time limit may be waived if there are good reasons why you could not let us know earlier.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

The Practice Manager,
Weobley Surgery,
Gadbridge Road,
Weobley,
Herefordshire. HR4 8SN

What We Do Next

We look to settle complaints as soon as possible. Where possible, we will acknowledge receipt within three working days, and aim to have looked into the matter within an agreed timescale when you raised it with us. Confidentiality will be respected at all times and a patient's consent will be sought where complaints are made by anybody other than the patient themselves.

The Practice Manager will undertake a thorough investigation of events and seek to address all aspects of the patient's complaint; taking advice and where beneficial, arranging meeting with the complainant. Every effort will be made to keep the complainant informed of progress and for a final response to be sent to the complainant within the agreed timescale.

The Practice Manager will keep a record of all complaints received and this information will help contribute to the identification of staff training needs and service improvements as well as forming part of the Practice's Annual Report on Complaints.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

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 the precise details of the circumstances which prevent this in your covering letter.

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

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

Final Response

The Practice Manager will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our Practice Complaints Policy.

What Other Options Do I Have?

Complaints can be directed to NHS England rather than the practice and they may undertake the complaint handling. In some cases, with your consent, they will refer the complaint back to the Practice. Where a complaint is solely about a third party, we may seek your agreement to pass the complaint to them.

Who Can Help With Your Complaint?

The following contacts can help you further with any questions you may still have about the complaints procedure within the NHS:

The NHS Complaints Advocacy Service is available to support you and represent your views when making a complaint. They can accompany you to meetings to discuss your complaint and provide support or an interpreter.

POhWER

Tel: 0300 456 2370

Email: pohwer@pohwer.net

Website: www.pohwer.net

You may also approach PALS for help or advice, providing 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

NHS England

Tel: 03003 11 22 33

Email: england.contactus@nhs.net

By Post: NHS England, PO Box 16738, Redditch. B97 9PT

If you are Dissatisfied with the Outcome

You have the right to refer your complaint to the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Weobley & Staunton on Wye Surgeries recognise that patients who complain about care and treatment received have every right to expect a prompt, open, constructive and honest response including an explanation and, if appropriate, an apology.

We understand the importance of listening to patients and making changes when things have not gone as they (or we) wish.

Comments & Compliments

We also want to know when we are getting it right. If you are pleased with the NHS care or service that you have received, please let us know. Alternatively you can register your views on the Comments Section of the NHS Choices website via:

Weobley Surgery –

<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=41206>

Staunton on Wye Surgery -

<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42223>

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