**PATIENT COMPLAINT FORM**

Please note that we can only investigate issues with patient consent. If you are completing this form on behalf of an adult, we require their consent to proceed.

Please confirm which surgery your complaint relates to:

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| **Your Details:** |
| Name: |
| DOB: |
| Address: |

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| **Summary of Complaint**  Please describe the events leading to your complaint to help us understand your experience |
| Please tell us ( in your own words) why you thing these events occurred? |

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| **Have you experienced this issue before?**  ….either at this surgery or at another healthcare provider. Please provide details if it was previously resolved. |
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| **Can you help us to understand what you think should have happened?** |
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| **Please tell us what you want to achieve from this complaint?**  Common outcomes from complaints include improving our services through training, saying sorry when we have made a mistake, addressing a communication problem or exploring the issues with you in more detail. |
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**Next steps and what you can expect from us**

We would like to review this information as part of our ongoing commitment to improving our services. We would hope to reach a positive outcome for you and the practice and ensure that our systems are as effective as we can make them.

Would you like us to review this feedback going forward as part of our learning?

YES NO ( Please Circle )

Would you like us to arrange a face to face meeting with you and a GP / Practice Manager?

YES No ( Please Circle )

Please sign to indicate your consent ( signature and printed name ): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you are completing this for somebody else, please write your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_