



Complaints Procedure Leaflet

1. Making a Complaint

We continually look to turn our patients feedback into real improvements in the service we provide. If you have a complaint or concern, usually this can be sorted out quickly and easily with the person concerned, often at the time, 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, preferably in writing as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily.

In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you becoming aware of the matter

If you are a registered patient you can complain about your own care.

You are not normally able to complain about someone else's treatment without their written authority. See the separate section in this leaflet for what to do in this case.

You can send in a written complaint using the feedback form on our website or via post to:

Richard Fryer, Business Manager, Sunbury Health Centre Group Practice, Green Street, Sunbury on Thames, TW16 6RH

You may also make your complaint directly to NHS England, who commission our service:

By telephone: 03003 11 22 33

By email: england.contactus@nhs.net

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

2. What We Do Next

We will usually acknowledge receipt of the complaint within three working days, and aim to resolve the matter as soon as possible pending the investigations required.

You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

When the investigations are complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

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

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman if you remain dissatisfied with the response.

3. 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 to provide the consent that we can deal with someone else for the complaint.

In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

We will send the relevant consent form to you to return to us when we receive the initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

If you're
unhappy...

...we'd like to
hear from you

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4. Further Contact Details

If you remain unhappy with the response you receive, you have the right to approach further services:

The Parliamentary & Health Service Ombudsman

Millbank Tower
30 Millbank
London
SW1P 4QP

Tel: 0345 015 4033

Email: phsoenquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

<http://www.ombudsman.org.uk/make-a-complaint>

NHS England

POBox 16738
Redditch
B97 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net

Website: <https://www.england.nhs.uk/contact-us/complaint/>

The Patient Advice and Liaison Service (PALS)

St Peters Hospital
Guildford Road
Chertsey,
Surrey,
KT16 0PZ

Tel: 01932 723553

Email: asp-tr.patient.advice@nhs.net

Website: <https://www.ashfordstpeters.nhs.uk/patients/support-and-facilities/pals>

Healthwatch Surrey

Freepost RSYX-ETRE-CXBY
Healthwatch Surrey GF21
Astolat
Coniers Way
Burpham
Guildford
Surrey
GU4 7HL

Tel: 0303 303 0023

Email: enquiries@healthwatchesurrey.co.uk

Website: <https://www.healthwatchesurrey.co.uk/>

NHS Health Complaints Advocacy

Surrey independent Living Council
Astolat
Coniers Way
Guildford
GU4 7HL

Tel: 01483 310 500

Email: nhsadvocacy@surreyilc.org.uk

Website: <https://www.surreyilc.org.uk/independent-health-complaints-advocacy-service/>