

**PATIENT COMPLAINTS**

If you have a complaint or concern about the service you have received from the Doctor or any staff member working at the Practice, please let us know. We operate a Practice Complaint Procedure as part of an NHS complaints system, which meets national criteria.

**How to Complain**

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible after the event, ideally within a matter of a few days; this will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

**Complaining on Behalf of Someone Else**

We keep strictly to the rules of medical confidentiality. If you are not the patient but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent form can be provided.

**What we will do**

We will acknowledge your complaint within 3 working days. When we look into your complaint, we will investigate the circumstances, make it possible for you to discuss the problem with those concerned, make sure you receive an apology if appropriate and take steps to make sure any problems does not arise again

You will receive a final letter setting out the result of the practice investigations.

**Taking it Further**

If you remain dissatisfied with the outcome you may refer the matter to:

South East Complaints Hub

NHS Frimley ICB

Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net