

RUSH HILL & WESTON SURGERY **COMPLAINTS LEAFLET**

We always try to provide the best services possible, but there may be times when you feel this has not happened.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets with national criteria.

This leaflet explains what to do if you have a complaint about the services we provide for you.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the people 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 – ideally within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to The Practice Manager, Rush Hill Surgery, 20 Rush Hill, Bath BA2 2NQ, or by telephoning the Rush Hill Surgery on 01225 446087. The Practice Manager will explain our complaints procedure and make sure your concerns are dealt with promptly. You will also be asked to complete a complaint form which should be returned to the Practice Manager.

What We Shall Do

We will acknowledge your complaint within four working days and aim to have looked into your complaint and reported back to you within ten working days. When we look into your complaint we will aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you so wish.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to have their permission to investigate and discuss the matter with you. You are requested to provide a letter signed by them giving this permission.

Next Steps if you want to take your complaint further

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance to put things right and the opportunity of improving our practice.

If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation then you are entitled to contact the Parliamentary & Health Service Ombudsman. Their address and telephone number provided below:

Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Complaint Form

Complainant's Details

Name.....

Address.....

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Contact Telephone Number.....

Patients Details (if different from above)

Name.....

Address.....

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Contact Telephone Number.....

Summary of Complaint

(ie what is it that you wish to complain about)

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Full Details of Complaint

Date.....

Time.....

Place.....

Identify member(s) of practice

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