The NHS Constitution explains your rights when it comes to making a complaint. You have the right to:

* have your complaint dealt with efficiently, and properly investigated,
* know the outcome of any investigation into your complaint,
* take your complaint to the independent Parliamentary and Health Service Ombudsman if you're not satisfied with the way the NHS has dealt with your complaint,
* make a claim for judicial review if you think you've been directly affected by an unlawful act or decision of an NHS body, and
* receive compensation if you've been harmed.

The procedure also covers services provided overseas or by the private sector where the NHS has paid for them, but does not cover treatment paid for privately.

If you are unhappy with the treatment or service you have received from the NHS you are entitled to make a complaint, it will be considered and receive a response from the NHS organisation concerned.

**Suggestion Box**

We are continually striving to improve our service.

Any helpful suggestions would be much appreciated and a suggestion box is located in the waiting area.

**Please contact the Surgery if:**

You have any problems understanding this leaflet.

You would like this leaflet in larger print or another language.

****

**How to make a Comment or Complaint**

Our aim at Appleby Medical Practice is to give you the highest possible standard of service and we try to deal swiftly with any problem that may occur.

However we appreciate that at times things do go wrong and when they do, we try to resolve the issues raised as quickly as possible. We recognise that complaints provide a unique insight into the patient’s perception of our services and often highlight where service improvements could be made. It is very important to us that patients not only feel able to raise their concerns, but are happy with the actions that we take.

**Who Can Complain?**

A complaint can be made by a patient or a person affected or likely to be affected by the actions or decisions of a NHS organisation. A complaint can also be made by someone acting on behalf of the patient or person, with their consent.

**Non-Discrimination Policy**

Please be assured that it is strict practice policy that patients, carers and relatives will not be adversely affected in the event that they make a complaint and that you will be treated with respect and courtesy.

**What is the time Limit?**

There are no specified time limits stated in the Complaints procedure other than your complaint should be acknowledged within three working days, where possible. Normally a complaint must be made within 12 months of an incident happening or of becoming aware of the matter complained about. However it is much easier to deal effectively with your complaint if it is made as soon as possible after the event.

**Who should I complain to?**

The first stage of the Complaint Procedure is called Local Resolution. Your complaint ideally should be made in the first instance to the organisation providing the service – Appleby Medical Practice.

The aim of our Complaints Procedure is to investigate all complaints thoroughly.

Speak to whomever you feel most comfortable - your GP, our practice manager or our reception staff will be happy to help.

Sometimes it is easier to put your concerns it writing to clarify your thoughts, if this is the case, please direct this letter to our Practice Manager, Debbie Hewitt.

Appleby Medical Practice

The Riverside Building

Chapel Street

Appleby

Cumbria

CA16 6QR

In the majority of cases concerns can be resolved quite easily.

However, if you feel we have not dealt with the issues you have raised as you would have wished, this leaflet also details additional organisations that are available to assist with your complaint.

**NHS England**

PO Box 16738

Redditch

B97 9PT

Or Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: [england.contactus@nhs.net](https://web.nhs.net/OWA/redir.aspx?C=ziMQTwSV5EimrBsqct27--FRB1Kl7NFIUemcX5_pNjfvClere3RLcuvc33OTPmdSBpcEJ-Qr0aY.&URL=mailto%3aengland.contactus%40nhs.net)  Please state: ‘For the attention of the complaints team’ in the subject line.

www.england.nhs.uk/contact-us/complaint

**Advocacy – Helping you with your Complaint**

Best Life Advocacy provided by People First Cumbria can guide and support you through the complaints process. They can help you put your complaint in writing and attend meetings with you, but they do not investigate complaints.

**Tel:** 03003 038 037)

**Website:** [www.bestlife.org.uk](http://www.bestlife.org.uk/)

**The Parliamentary and Health Service Ombudsman**

The Ombudsman is completely independent of the NHS and Government.

You can contact the Ombudsman at:

Millbank Tower

Millbank

London, SW1P 4QP

Tel: 0345 015 4033

e-mail: PHSO.Enquiries@ombudsman.gsi.gov.uk

Website: www.ombudsman.org.uk

**The Care Quality Commission**

If you are unhappy with the response to your complaint, you can contact the Care Quality Commission for an independent review. The Care Quality Commission is an

independent body established to promote improvements in healthcare.

You can contact the Commission at:

Care Quality Commission

FREEPOST NAT 18958

Complaints Investigation Team

Manchester M1 9XZ

Tel: 0845 601 3012

e-mail: complaints@carequalitycommission.gov.org.uk

website:www.carequalitycommission.org.uk