

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Chessel Practice keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the Practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability. Alternatively you can consent here

I _____ (Patient)
Give _____ (Name
of person taking on complaint.)

Permission to take on the complaint on my behalf.
Their relationship to me is

Signed: _____ (Patient)

Dated: _____

Signed: _____ (Nominee)

Dated: _____

COMPLAINTS TO OTHER AUTHORITIES

We hope that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact

NHS England Customer Contact Centre

Tel: 01138 249945/ 01138 249898/ 01138 248034

Or write to:

PO Box 16738, Redditch, B97 9PT

HELP AND SUPPORT

If you would like help in making your complaint you can contact an Advocacy Service of your choice. Your local service is

Healthwatch Southampton
Southampton Voluntary Services
Voluntary Action Centre, Kingsland Square
St Marys Street, Southampton, SO14 1NW
Tel: 023 8021 6018

OMBUDSMAN

If you are not happy with the response from this Practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or visit <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298.

Email: phso.enquiries@ombudsman.org.uk

*The Practice Operates a Complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria



www.chesselpractice.nhs.uk

**LET THE PRACTICE KNOW YOUR VIEWS
CONCERNS AND COMPLAINTS**

GP's

Dr B Olding (M)

Dr S Copeman (F)

Dr L Franklyn (F)

Dr B Yong (M) – Locum

Dr J Okhiku (M) – Locum

Dr M Sampson (M) - Locum

Correspondence to:

Practice Business Manager

Chessel Practice

Sullivan Road

Southampton,

Hampshire

SO19 0HS

Tel 023 8044 3377

Please Take a Copy

(Revised 22.07.2016)

LET THE PRACTICE KNOW YOUR VIEWS

Chessel Practice is always looking for ways to improve the services it offers to patients. To do this effectively, we need to know what you think. Please tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the Practice continue to build and improve upon the service it offers.

HELP US IMPROVE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Were our staff helpful and courteous?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Could you easily get through on the telephone?
- Are there any improvements you would like to suggest?

PRACTICE COMPLAINTS PROCEDURE

If you have any compliments or complaints about the service you have received whilst visiting Chessel Practice please let us know and we will do our best to address any concerns.

We operate a Complaints Procedure that you may use. If you choose to make a complaint, we can assure you that any comments made will be addressed and you also have our assurance that your on-going treatment will not be affected.

HOW TO RAISE A CONCERN AND/OR COMPLAIN

You may contact us verbally, by signed letter, fax or e-mail: SOCCG.ChesselPractice@nhs.net. We will do our best to acknowledge this within 3 working days. The person who looks after our concerns and complaints is the Manager/Assistant Practice Manager who ideally, would like to contact you by phone or meet with you to:-

- clarify your concerns and
- discuss and agree with you a plan of action which includes a time scale for receiving a response.

The agreed concerns and plan will be communicated back to you either by phone, e-mail or letter, whichever is your preference.

Your complaint should be addressed to the Practice Manager as soon as possible after the event as this makes it easier to investigate. However, the time for lodging a complaint is:

- Within 12 months of the incident that caused the problem **OR**
- Within 12 months from when the complaint comes to your notice



COMMENTS AND COMPLAINTS FORM

Name: _____

Address: _____

Telephone: _____

Date of complaint / comment: _____

Details: _____

Signed: _____