

Further actions

If you are dissatisfied with the outcome of your complaint you can seek further guidance from:

NHS England
PO BOX 16738
Redditch B97 9PT
Tel: 03003 112233
england.contactus@nhs.net

[Or alternatively complain to the:](#)

Parliamentary Health Service
Ombudsman

Milbank Tower

Milbank

London SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

Court Thorn Surgery

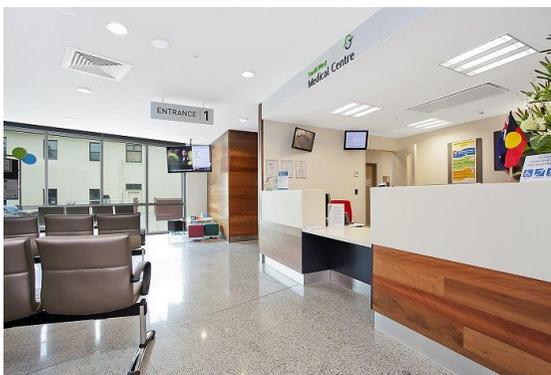
Low Hesket, CARLISLE, CA4 0HP

016974-73548 gp-a82631@nhs.net

The Complaint Process

Court Thorn Surgery





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Court Thorn Surgery.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Complaints Manager, the Business Manager.

At Court Thorn Surgery the Complaints Manager's are :
The Business Manager & Assistant
they are supported by the Responsible Officer who is:
The Business Manager

A complaint can be made verbally or in writing. A Complaints Form is available from reception. Additionally, you can complain via email to: gp-a82631@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Business Manager will respond to all complaints within three business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved within 40 days.

Investigating complaints

Court Thorn Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Court Thorn Surgery will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

Third party complaints

Court Thorn Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third Party Patient Complaint Form is available from reception.

Final response

Court Thorn Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

