

WHAT TO DO NEXT IF YOU ARE STILL UNHAPPY

If you are not satisfied with the way we have dealt with your complaint, you can make a request for an independent review by contacting: Parliamentary and Health Service Ombudsman, Millbank Tower Millbank London, SW1P 4QP
Telephone enquiries:
0345 015 4033 (fax 0300 061 4000).
Email: phso.enquiries@ombudsman.org.uk
Website address: www.ombudsman.org.uk

PLEASE REMEMBER

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better.
- All complaints are treated in the strictest confidence
- Making a complaint will not affect your treatment or care



Comments, complaints and suggestions

We welcome your feedback - it's how we make things better

www.themolebridgepractice.nhs.uk

The doctors and staff at this Practice are committed to providing high quality healthcare and services to patients. This patient information leaflet explains how you can comment, compliment or complain about the service you have received. If you wish to comment or compliment our services please write to The Practice Manager at North Leatherhead Medical Centre, 148 - 152 Kingston Road, Leatherhead KT22 7PZ8AG. As part of the NHS system, we operate a Practice complaints procedure which meets the national criteria.

HOW TO COMPLAIN

It is best to tell a member of staff about any concerns or problems as soon as they arise and they will try to resolve them. If your problem cannot be sorted out in this way and you wish to make a complaint, please furnish us with the details. The sooner we look into the matter, the easier it will be to establish what happened. Complaints should be made in writing so, if you make a complaint verbally, we will write to you summarising your complaint to ensure we have understood it. There is a limit of a maximum of 12 months for making a complaint. In exceptional circumstances, it may be possible to investigate the issue outside this time if there are good reasons why the matter could not be raised earlier and if it is still possible to investigate it. Complaints should be made in writing and addressed to the Practice Manager who is responsible for handling complaints at the surgery. We will acknowledge your complaint within three working days of receipt and invite you to discuss the manner in which your complaint will be dealt with, including the timescale.

There are several ways for your complaint to be resolved:

- over the phone
- at a meeting
- with a written response

It helps if you can provide comprehensive details about your complaint as soon as possible. We will investigate your complaint and:-

- establish what happened and whether something went wrong
- we may invite you to meet and discuss the problem with those involved, if appropriate
- apologise where this is appropriate
- identify what we can do to make sure the problem does not happen again.

WHERE YOU CAN GET ASSISTANCE

If you would like independent advice or support about your complaint, the following organisations may be able to help:-

- Independent Complaints Advocacy Service (ICAS)
- Citizens Advice Bureau (CAB) or visit www.citizensadvice.org.uk
- NHS Direct, a 24 hour confidential telephone and e-health information service telephone 0845 4647 or visit: www.nhsdirect.nhs.uk
- Action against Medical Accidents (AVMA) or visit www.avma.org.uk
- Surrey Primary Care Trust (NHS Surrey)
- Patient Advice and Liaison Services (PALS) telephone 01372-201700
- Complaints Service at NHS Surrey, Cedar Court, Guildford Road, Fetcham, Leatherhead, Surrey, KT22 9AE telephone 01372 201700
- Surrey County Council for social care enquiries telephone: 0345 009009

WHO CAN COMPLAIN?

Anyone who is receiving a service, or has received a service, can complain. You can complain for yourself or for someone else. We may need to disclose information from a patient's medical records. If you complain for a friend or relative, you must have their written consent to represent them unless they are incapable of providing this. If the patient has died or lacks capacity we will need proof that you are an appropriate person as determined by law.