

If you are dissatisfied with the outcome

If having followed the Complaints Procedure you are still dissatisfied with the outcome of your complaint you are entitled to contact:

**Complaints Manager
NHS England
1 Trevelyan Square
Leeds
West Yorkshire
LS1 6AE**

Tel: **0300 311 2233**

Email: england.contactus@nhs.net

You also have the right to approach the Ombudsman. The contact details are:

**The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP**

Tel: **0345 015 4033**

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.or.uk

Complaints Procedure



Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

If you have a concern about a process or system, or anything administrative then one of our **Operational Coordinators** should be able to assist you, they are responsible for ensuring the smooth running of the day to day operations of the Practice. There is normally at least one member of this team in the building between 8:30am and 6pm. You may request to speak to them or you can send your concern in writing/email, **cricketfield.admin@nhs.net**

If you have a concern about prescribing then our Senior Pharmacy Technician should be able to assist you. You may request to speak to them or you can send your concern in writing/email, **cricketfield.admin@nhs.net**
They normally work Monday to Friday but in their absence, the Complaints Manager will deal with the issue.

If you have a complaint relating to a clinical matter or after communicating with an Operational Coordinator or the Senior Pharmacy Technician you wish to escalate your concern to a complaint please contact the Operations Manager who acts as our Complaints Manager and will deal with your concerns appropriately. The best way to do this is in writing by email via **cricketfield.admin@nhs.net** – marked for the attention of the Complaints Manager.

Or you can post a letter address to the **Complaints Manager**, this is an important detail so that complaints can still be dealt with in the Operations Manager's Absence.

Cricketfield Surgery
Cricketfield Road
Newton Abbot
TQ12 2AS

Alternatively you can ask to speak to the Operations Manager either by telephone or face to face but both are dependent upon their availability.

Complaints should be made:

Within 12 months of the incident

or

Within 12 months of you discovering the incident.

As much detail as possible must be provided to us, which is why it is important for us to receive complaints in written format, where possible.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 3 weeks. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and we can discuss this with a third party.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient.