

DOLPHINS PRACTICE, HAYWARDS HEATH

PATIENT COMPLAINT FORM

We make every effort to give the best service possible to everyone who attends the Dolphins Practice. However, we are aware that things can go wrong resulting in a Patient feeling that they have cause for complaint. If this is the case we would wish for the matter to be settled as quickly as possible. We operate a practice complaint procedure as part of an NHS complaints system, for dealing with complaints.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

You should address your complaint in writing to the Practice Manager – Yvonne Pierce (you can use the attached form), who will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed.

WHAT WE WILL DO

We will acknowledge your complaint within 2 working days and aim to have fully investigated within 30 working days of the date it was received. If we envisage this will take longer we will explain the reason for the delay. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

Healthwatch West Sussex - an Independent Health Complaints Advocacy Service (IHCAS)

Telephone: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Write to: Healthwatch West Sussex, The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

Website: www.healthwatchwestsussex.co.uk

Or you can also contact:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Telephone: 0345 0154033

Website: www.ombudsman.org.uk

