

## YELVERTON SURGERY

### PATIENT COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

#### 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 or by email to the Practice Manager, Mrs Sue Edwards. She 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, unless they are incapable (because of illness or infirmity) of providing this.

#### WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. 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 be treated fairly, politely and with respect. You can expect that your care and treatment will not be affected as a result of making a complaint.

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

#### SUPPORT IN MAKING A COMPLAINT

You can contact the following services who will support you in making your complaint:

- Healthwatch to find out about Independent NHS Complaints Advocacy  
Healthwatch England  
Telephone: 03000 683 000  
Website: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)
- Citizens Advice  
Citizens Advice  
Telephone: 03444 111 444  
Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

- Devon Integrated Care Board

By Post:

Patient Advice and Complaints team, Pomona House, Edginswell  
Business Park, Oak View Close Torquay TQ2 7FFPO Box 16738

Telephone: 0300 123 1672

Email: [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)

Website: [www.onedevon.org.uk/contact-us/patient-advice-and-complaints](http://www.onedevon.org.uk/contact-us/patient-advice-and-complaints)

## TAKING IT FURTHER

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

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel 0345 0154033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)