

Bentley Village Surgery

Practice Complaints Procedure

Hole Lane
Bentley
Farnham
Surrey
GU10 5LP

Tel: 01420 22106

If you have a complaint or concern about the service you have received from the doctors or any staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

HOW TO COMPLAIN

We hope that most problems can be sorted out as they arise; however if your problem cannot be sorted out this way and you want to make a complaint we would like you to let us know as soon as possible, ideally within a matter of days. A complaint may be investigated provided that it is made within one year of the date on which the matter which is the subject of the complaint occurred, or one year of the date on which the matter which is the subject of the complaint came to notice of the complainant. Any complaint will be dealt with in the first instance by **Donna Mant, Practice Manager**. You may be able to speak to her straight away, or an appointment can be made to see her/telephone her at a later date.

If you would rather write down your complaint you may do so and we will respond to it within 48 hrs, please provide your telephone number and your address. You may ask a PCT manager to act as an intermediary.

The Practice Manager will investigate your complaint thoroughly within 10 working days, we will then make it possible for you to discuss the problem, should you wish to. You will receive an apology where this is appropriate. We will try and identify where the problem arose and make sure it does not occur again.

COMPLAINING ON BEHALF OF SOME ONE ELSE

Please note we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed. [Unless due to illness they are incapable of doing so]

TAKING YOUR COMPLAINT FURTHER

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigations you can contact either the NHS Commissioning Board England (Wessex Team) who can make inquiries on your behalf or you can contact the Parliamentary and Health Service Ombudsman the details of both are shown below.

NHS Commissioning Board
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 223

Email: nhscommissioningboard@hscic.gov.uk

Parliamentary and Health Service Ombudsman

Helpline 0345 015 4033

email phso.enquiries@ombudsman.org.uk

fax us on 0300 061 4000

Or write to us at:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

COMPLAINTS RELATING TO CLINICAL COMMISSIONING GROUPS (CCGS)

CCGs were set up primarily to purchase secondary care services (such as hospital and community services) on behalf of local populations and, whilst it is usually preferable to take up your concern with the service provider direct, the CCG appreciates your feedback about these services.

If you wish to **complain** about a service you should be aware that complaints regulations set out that you can only complain to either the service provider *or* the commissioner, not to both.

SERVICES COMMISSIONED BY NHS NORTH HAMPSHIRE CLINICAL COMMISSIONING GROUP

- Community Health Services
- Maternity Services
- Planned Hospital Care
- Urgent and emergency care, including A&E, 111 and GP Out of Hours Services
- Older People's Healthcare Services
- Healthcare Services for Children
- Rehabilitation Services ie wheelchair services
- Healthcare Services for people with mental health conditions
- Healthcare services for people with learning difficulties
- Individual Funding Referrals

To tell them about your experience please contact them in one of the following ways:

In writing to:

Complaints, Compliments and Concerns
NHS North Hampshire Clinical Commissioning Group
Central 40
Lime Tree Way
Chineham Business Park
Basingstoke
RG24 8GU

Email them : nhccg.complaints@nhs.net or nhccg.enquiries@nhs.net

Talk to them: Telephone: 01256 705507