

What happens when the investigation is complete?

The Complaints Manager will collect factual reports from the individuals concerned. You will receive a report of our findings, together with the details of any actions to be taken by the Practice as a result. We will aim for this to happen within the agreed timescale.

The Complaints Partner, Dr Bridge, will share any important learning points for the Practice with all the clinical staff, and if appropriate administrative staff, so that the Practice can learn from the event and

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we need to be satisfied that you have their permission to do so. In this situation, a note signed by the person concerned will be needed unless they are unable to provide this because of illness or disability.

Contact Details

Please address your concerns in the first instance to:

Eileen Levene, Complaints Manager
Church Street Surgery
Church Street
MARTOCK
TA12 6JL

If you do not feel able to contact the Practice directly with your concerns, you can contact **PALS** (Patient Advice and Liaison Service):

Telephone: 0800 0851 067
Web: www.somerset.nhs.uk/pals
Email: pals@somerset.nhs.uk

If you are not satisfied with the way the Practice has dealt with your complaint, you have the right to take your complaint to **The Parliamentary and Health Service Ombudsman**:

Telephone: 03450154033
Web: www.ombudsman.org.uk

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
LONDON
SW1P 4QP

Martock Surgery and South Petherton Medical Centre

Complaints Procedure

Martock Surgery
Church Street
Martock
Somerset
TA12 6JL

**South Petherton
Medical Centre**
Bernard Way
South Petherton
Somerset
TA13 5EG

01460 240707

Introduction

This procedure is intended for more serious complaints, as we hope that minor matters can easily be resolved by our reception staff. We hope that most problems can be sorted out easily and quickly, often at the time that they arise and with the person concerned.

Whilst we hope that you are pleased with the services provided by the Practice, we do recognize that there may be occasions when things can go wrong, resulting in you feeling that you have genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible. You can be assured that your complaint will be taken seriously, dealt with efficiently and will be properly investigated.

Complaints should normally be made within 12 months of the date of the event that you are complaining about, or as soon as the matter first came to your attention. It helps if you pass on details of your complaint as soon as possible in order for us to establish what happened more easily.

How do I complain?

Complaints should normally be addressed in writing to the Complaints Manager or, if you prefer, to any of the doctors. However, you may ask for a face-to-face appointment or to discuss your concerns over the telephone.

The Complaints Manager will act as your point of contact throughout the investigation.

What happens when my complaint is received?

The Complaints Manager will acknowledge receipt of your complaint within 3 working days, who will at this stage discuss the complaint with the appropriate doctors and be able to indicate to you how long the investigation is likely to take.

Who investigates my complaint?

The Complaints Manager will be involved in the investigation of all complaints, and at their discretion will appoint the Business Manager and/or one of the doctors to investigate your complaint.

Dr Bridge has been appointed to oversee all complaints and takes ultimate responsibility for ensuring all complaints are taken seriously and dealt with in a fair and confidential manner in accordance with the current procedure.

How will the investigation be carried out?

It is best if we have all the facts about your complaint. It may be necessary for us to contact you for clarification about the matter, When looking into your complaint, we will aim to:

- Find what happened and what went wrong.
- Give you the option of discussing the problem with those concerned if you wish to.
- Make sure you receive an apology as appropriate.
- Identify what we can do to make sure there is no recurrence