

If you are dissatisfied with our response:

You have the right to approach the Parliamentary and Health Service Ombudsman with your complaint. They can be contacted via their website

www.ombudsman.org.uk or Tel: 0345 015 4033

Alternatives:

You may also approach The Patient Advice and Liaison Service (PALS) for help and advice. Based at the Norfolk and Norwich University Hospitals NHS Foundation Trust
Tel: 01603 289036

Advocacy

If you need support making a complaint you can contact POhWER, an independent complaints advocacy service.

Email pohwer@pohwer.net, visit their website

www.pohwer.net or Tel: 0300 456 2370

If you feel you would rather complain elsewhere you can contact:

NHS England, PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 2233



LONG STRATTON MEDICAL PARTNERSHIP

Main Surgery: Swan Lane, Tharston, NR15 2UY

Branch Surgery: St Marys Close, Newton Flotman,
NR15 1AH

Tel: 01508 530781

www.longstrattonsurgery.nhs.uk

Feedback, Comments or Complaints

Patient Information Leaflet

If something has gone wrong, or if standards fall short of what you expect, we would be pleased to hear from you. By listening and working together with our patients we can examine and improve the quality of care that our service provides.

Comments, Feedback and Complaints

We are always looking at ways in which we can improve our service so please tell us if you have any suggestions as to how something could be done better, or when something works really well. We welcome all kinds of feedback, comments and views as it keeps us in touch with our patients' needs and expectations.

We take all complaints seriously and you are entitled to ask for an explanation, so please talk to us first. You can raise your concern verbally with either the GP or Practice Manager. This gives us the opportunity to investigate the problem you have experienced so we can establish what has happened, and work to settle any issues to your satisfaction.

We hope that we can resolve matters at a local level but if you feel this has not happened this leaflet outlines our policy in handling complaints.

The formal NHS Complaints System requires us to:

- Publicise our complaints procedure
- Appoint a responsible person to ensure compliance
- Appoint a Complaints Manager
- Acknowledge receipt of a complaint within three working days
- Properly investigate the complaint and write to the complainant with the outcome, including an explanation of the conclusion and any action taken.

Our Policy - How to complain

Dr Saint is the responsible person for the supervision of the complaint procedure and for making sure that action is taken in light of the outcome of any investigation.

Our Complaints Manager is our Practice Manager Mr Keith Burnett. Complaints should be made in writing to him at the Long Stratton address on the front of this leaflet. Alternatively you may ask for an appointment with him to discuss your concerns.

A complaint should be made no later than 12 months after the incident occurred or of you becoming aware of the matter complained about.

We will acknowledge your complaint within three working days, and aim to have looked into the complaint by carrying out a full investigation within twenty working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

Confidentiality and complaining on behalf of someone else

If you are unable to complain, then someone else can complain on your behalf but they will need to include your written consent within their complaint for us to be able to respond to them direct. We are unable to discuss any issue relating to someone else without express permission.

All complaints are dealt with in the strictest confidence. Making a complaint will not affect the treatment you receive at the Practice or elsewhere in the NHS