

BASSINGHAM SURGERY

COMMENTS, COMPLAINTS AND SUGGESTIONS

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have a complaint or concern about the service that you have received from any of the doctors or staff working at Bassingham Surgery, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem.
- Within 6 months of discovering that you have a problem, provided that is within 12 months of problem occurring.

Our Practice Manager will be pleased to deal with any complaint. The procedure will be explained to you and your concerns will be dealt with promptly.

You can make your complaint:

In person – ask to speak to the Practice Manager. If the Manager is absent the Deputy Manager will may be able to help you.

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

What we will do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 25 working days of the date when you raised it with us. After this we should be in a position to offer you an explanation, or meeting with the people involved

When we look into your complaint, we will aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that 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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach The NHS Complaints Advocacy Service (POhWER) or the Patient Advice and Liaison Service (PALS) if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint.

POhWER is a Free, Independent and Confidential service that can help you to use the NHS complaints process

POhWER , PO Box 14043, Birmingham B6 9BL

Telephone 0300 200 0084

Or email - pohwer@pohwer.net

Website – www.pohwer.net

The Patient Advice and Liaison Service provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. Please contact:

The Patient Advice and Liaison Service, PO Box 711, Lincoln, LN5 7WF.

Telephone 0845 602 4384 between 09.00 – 17.00 Mon-Fri

or email – info@lincspals.nhs.uk

Web site – www.lincspals.nhs.uk

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on 020 7448 9200, or write to them at:

Healthcare Commission (Complaints Team)

Peter House, Oxford Street, MANCHESTER, M1 5AN

www.healthcarecommission.org.uk

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Please mark any complaints –

Personal

**For the attention of the Practice Manager
The Bassingham Surgery
20 Torgate Lane
Bassingham
Lincoln LN5 9HF**

Telephone: 01522 788250