



## **Hilary Cottage Surgery**

### **Complaints Procedure - A Guide for Patients**

Dear Patient,

At Hilary Cottage Surgery, we value our patients' opinions and we use comments, suggestions, compliments and complaints to try to improve our service. We aim to respond quickly, courteously and constructively to any complaint received.

We always try to give you the best services possible, but there may be times when you feel this has not happened. This letter explains what to do if you have a complaint about the services we provide for you. We welcome feedback to help us improve our standards, and you will not be treated any differently because you have complained.

We operate a practice complaints procedure that is part of the NHS system for dealing with complaints. Our system meets national criteria. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

### **How to make a complaint**

If you wish to make a complaint, please telephone or write to our Practice Patient Liaison Lead, Mrs Suzanne Sagers. She will take full details of your complaint and decide how best to deal with your concerns. Alternatively, you can contact NHS England direct at the following address:

By email to [england.contactus@nhs.net](mailto:england.contactus@nhs.net), or by phone on 0300 311 22 33 or by post to;  
NHS ENGLAND  
PO BOX 16738  
REDDITCH  
B97 9PT

If your concerns cannot be resolved informally, it is important that you let the practice know as soon as possible to enable the Practice Patient Liaison Lead to carry out a thorough investigation. This is known as Local Resolution.

Local resolution is the first stage of the NHS complaints procedure and it aims to provide a quick and helpful resolution to any complaint.

Resolution can give you:

- An explanation of what happened and what the person or service that you are complaining about has to say about it;
- An apology (where appropriate) for the inconvenience or your dissatisfaction;
- A reaction/response (where appropriate) explaining what will be done to prevent a similar thing happening again.

The Practice Patient Liaison Lead will contact you to acknowledge your complaint within three working days and agree what outcome you would like as a result of your complaint. (That is, what would make you feel you had achieved a satisfactory resolution to the matter). The Practice Patient Liaison will also agree a timescale anticipated to complete the investigation.

### **How long will this take?**

The aim of the investigation is to be quick but thorough. You will be given a full response with the outcome of the investigation within twenty five working days, or alternatively you will be offered an appointment for a meeting to discuss the matter. If a full investigation cannot take place within that timescale, you will receive a letter explaining why there will be a delay and you will be kept updated on the progress of your complaint.

### **If you are not satisfied**

Once the Local Resolution stage has been completed and the practice has done all it can do to resolve the matter, if you are still not satisfied with the outcome of the complaint you can contact the Parliamentary Health Service Ombudsman. This is an independent organisation from the NHS and the Government and aims to improve healthcare by inspecting services and providing information to the public and healthcare professionals on their findings. The Parliamentary Health Service Ombudsman is responsible for reviewing formal complaints about the NHS in England that have not been resolved by the NHS organisation or practitioner.

If you wish your complaint be reviewed by the Parliamentary Health Service Ombudsman you must contact them within two months of receiving the final written response from the practice. You should state which area you feel has not been resolved and why you are unhappy with the outcome at Local Resolution Stage. The decision on whether the complaint can go onto the next stage will be made by the Parliamentary Health Service Ombudsman.

The address for the Parliamentary Health Service Ombudsman is listed below:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)