

Perranporth Surgery

PRACTICE COMPLAINTS LEAFLET

The surgery welcomes comments, compliments, concerns and complaints. We always aim to provide the best care we can. However, we know that sometimes things can go wrong. When this happens we believe that it is often most effective to sort problems out quickly and informally. Please talk to any member of staff if you have a problem or concern. If you need impartial help or advice in resolving a problem the **Patient Advice and Liaison Service** (PALS) can help you. (See list of useful contacts at the end of this letter)

The **NHS Complaints Procedure** is a more formal way of resolving a concern. We want to assure people that they can make a complaint without fear of their care being affected. We believe it is important to understand why things go wrong so that we can prevent such things happening again.

There are two stages to the Complaints Procedure. The first stage is called '**Local Resolution**'. This is where we work with you to resolve your complaint. If after this, you feel your complaint to be still unresolved you can progress to the second stage by approaching the Parliamentary and Health Service Ombudsman for an '**Independent Review**'.

If you want to make a formal complaint, please contact the Complaints Manager, Mrs Lisa Fogg. You can do this in writing, by phone or in person. **The Independent Complaints Advocacy Service** (ICAS) can help you make a complaint if you wish.

Please try to make your complaint as soon as possible. There are time limits; normally twelve months after the event you are complaining about (or became aware of the matter for complaint). However, there are exceptions to this and we will always try to help as much as we can.

If you are making a complaint on behalf of another person, we would usually ask that person's consent before investigating the complaint.

The Complaints Manager will discuss with you how you would like your complaint resolved and how long this might take. The person who investigates your complaint may need to talk to other staff and look at your medical records. They will be careful to ensure that any information about you is kept confidential. Your complaint will not be recorded in your medical notes.

We will acknowledge your complaint and how we have agreed to resolve it within 3 working days. The NHS complaints procedure requires that the first response should be by telephone or face to face, even if you have put your complaint in writing so please add a contact number if writing to us. We would also send a written acknowledgement to any written complaint. We will keep you informed of progress; letting you know of any delays in resolving

your complaint. We will usually advise you of the outcome by letter, however we are also happy to meet with you. We will let you know the outcome of the investigation and of action taken as a result. If you are unhappy with any aspect of how we have handled your complaint, we would prefer you to tell us. This means that we can discuss if there are any other ways of locally resolving your concerns.

If preferred, you may wish to copy your complaint to NHS Cornwall and Isles of Scilly, who will be happy to monitor how we handle your complaint. You may also contact them direct and they will forward your complaint to us.

USEFUL CONTACTS

GP Practice Complaints Manager
Mrs Lisa Fogg
Perranporth Surgery, Perranporth, TR6 0PS
Lisa.fogg@perranporth.cornwall.nhs.uk

Patient Advice and Liaison Service (PALS)
0845 170 8000

Independent Complaints Advocacy Service (ICAS)
1st Floor, 17 Dean Street, Liskeard, PL14 4AB
01579 345193

NHS Cornwall and Isles of Scilly
Sedgemoor Centre, Priory Road, St Austell, PL25 5AS.
0845 170 8000

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP.
0345 015 4033