

THE NHS COMPLAINTS PROCEDURE

We want to hear your complaints, comments and suggestions about the way we undertake our work. We need to know your views so we can improve our services to benefit the whole community.

This leaflet tells you what to do if you want to make a complaint.

Who Can Complain?

Anyone who has received NHS treatment or services can make a complaint. If you are unable, or do not wish to make a complaint yourself, then a relative or a friend can make the complaint on your behalf, with your permission.

What can be investigated under the NHS Complaints Procedure?

You can make a complaint about any NHS treatment or service you have received or are receiving from the practice. The NHS Complaints Procedure does not apply to complaints about private treatment, services provided by Social Services or any events that are the subject of legal action.

Who should I complain to?

Staff in the practice will be able to provide you with information about making a

I complaint. The quickest and simplest way is usually to speak or write to someone close to the cause of your complaint. This person will then arrange for the complaint to be investigated and for a response to be sent to you. This is the first stage of the NHS Complaints Procedure and is known as **local resolution**. If you would prefer not to make your complaint directly to the practice, or would like independent help or advice, you can contact the Cornwall & Isles of Scilly Primary Care Trust or the Independent Complaints Advocacy Service (ICAS). For further details, please see the contact information on the back of this leaflet.

Sometimes people feel worried that their care will suffer if they make a complaint. We want to make sure this never happens. If you believe your care has suffered because you made a complaint, please do not hesitate to contact the practice complaints manager, the Primary Care Trust or ICAS.

When should I complain?

Please try to make your complaint as soon as possible. There are time limits after the event you are complaining about, normally 12 months. If you are in any doubt, confidential advice is available from the complaints manager.

What will happen next?

The person you talk to or write to will try to find out what has happened and take any

action that is necessary. They may need to talk to other staff, but they will be careful to ensure that any information about you is kept confidential. Your complaint will not be recorded in your medical notes.

If your complaint is made in writing, it should be acknowledged within three working days. Please put your telephone number on the letter as we will need to speak to you to discuss it with you. We aim to send you a full response within 10 working days. If it is going to take longer to reply, we will advise you of any delay and agree a revised timescale with you.

What if I am unhappy following Local Resolution?

If you are not happy with the action taken to try to resolve your complaint, please say so – we may be able to do more to help.

If you are unhappy with the response, you can ask the Health Service Ombudsman to consider your case. This is the final stage of the NHS Complaints Procedure.

For further information, please contact the practice complaints manager.

Where can I get help to make a complaint?

The Independent Complaints Advocacy Service (ICAS) will assist those people who would like help making a complaint about their NHS treatment or care, and it aims to ensure complainants have access to the support they need to voice their concerns and navigate the complaints system, thereby maximising the chances of their complaint being resolved more quickly and effectively.

Please see the back of this leaflet for contact details.

Useful Contacts

If you would like to discuss your complaint with a member of staff at the practice at any time, please contact:

Mrs Lisa Fogg
Practice Complaints Manager
Perranporth Surgery
01872 572255

**Independent Complaints
Advocacy Service (ICAS):**
Tel: 01579 345193

1st Floor, 17 Dean Street, Liskeard,
Cornwall PL14 4AB
Email: liskeard.icas@seap.org.uk

**Cornwall & Isles of Scilly
Primary Care Trust:**
Tel: 0845 170 8000

Patient Advice & Liaison Service (PALS) or a member of the complaints team:
Sedgemoor Centre, Priory Road, St Austell
Cornwall PL25 5AS



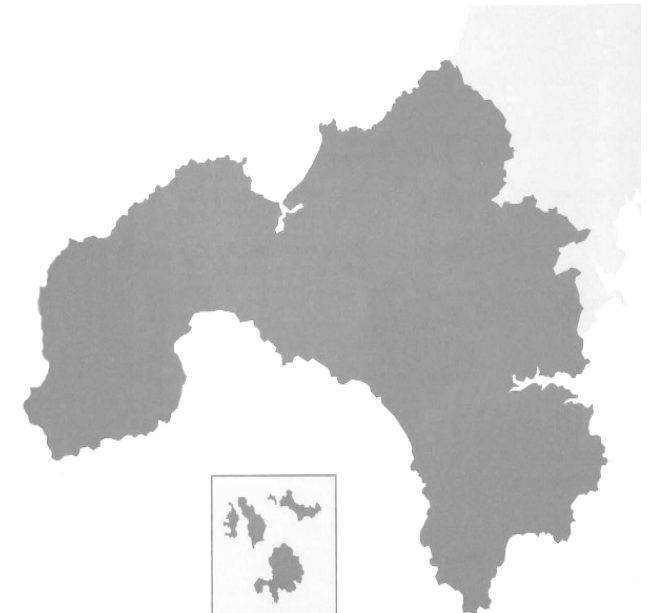
Cornwall and Isles of Scilly



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How to make a

Complaint



The NHS Complaints Procedure