Practice Complaints Procedure

We strive to provide the best possible service to all of our patients. But if you feel unhappy about any aspect of your care or our service, then please let us know, your feedback is essential in helping us to improve our standards.

Who Can Make A Complaint?
A complaint may be made by any current or past patient, their appointed representative or if the patient is a child, by a parent, guardian, or an organisation under the Children Act 1989. Where the patient is an incapable adult, a relative or other adult person who has an interest in the patient's welfare may make the complaint instead. The complaint should be made within 12 months of the date of the occurrence or from when it was first noticed.

How Can I Complain & What Happens?
In most cases, complaints can be dealt with simply and informally by talking them through with the **Practice Liaison Lead** who will investigate any complaints you make. She can be contacted as follows:
Farnham Park Health Group
Farnham Centre for Health,
Hale Road,
Farnham GU9 9QS
Telephone: 01252 723122 email frimleyicb.adminfphg@nhs.net

Complaints, whether verbal or written, will be recorded, acknowledged, either verbally or in writing, within three working days starting from the day on which your complaint was received or, where that is not possible, as soon as is reasonably practicable and properly investigated.

As soon as reasonably practicable, you will receive a written summary of the investigation and its Conclusions. Where an investigation requires consideration of the patient's medical records by someone outside of the practice, you will be notified that it will involve disclosure of your records to a third party.

The **Practice Liaison Lead** will keep a record of your complaint and copies of all correspondence relating to it. This is kept separately from your medical records.

You can make a compliant about primary care services to the commissioner at Frimley Integrated Care Board. Telephone 0300 561 0290 or email Frimleyicb.southeastcomplaints@nhs.net

What If I'm Not Happy with the Outcome of My Complaint?
We would like to think that we can satisfactorily resolve the majority of complaints but if you are not completely satisfied you have the right to move on to the next stage of the NHS Complaints procedure, as follows:
You have the right to approach the Parliamentary & Health Service Ombudsman.
Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk
http://www.ombudsman.org.uk/make-a-complaint (to complain online or download a paper form).

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice; The local Healthwatch can be found at:
http://www.healthwatch.co.uk

The Patient Advice and Liaison Service (PALS) con 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 service available from the NHS.