

## CONTACTS

The Patient Advice and Liaison Service (PALS) may be able to help you resolve the matter promptly:

NHS England

PO BOX 16738

Redditch

B97 9PT

Tel: 0300 311 2233

Email: [nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

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The Independent Complaints Advocacy Service is available to support you and represent you when making a complaint:

Central and South CAB

(Citizens Advice Bureau)

Tel: 0844 477 1171

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If you remain dissatisfied with the response from the Practice, you have the right to approach the Ombudsman. Contact details are:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## STRAND MEDICAL GROUP

Comments, Compliments and Complaints Leaflet



## Your feedback matters

2 to 6 The Strand | Goring-by-Sea | BN12 6DN

## Introduction

As a surgery we work hard to make sure you are treated fairly and with respect therefore we want to hear about any aspects of the service you have experienced.

There may be times when things do not work out as planned, or you are dissatisfied with the service we provide. When this happens we will investigate your concerns as quickly as possible with those directly concerned with your care, put them right and learn from your experience on how to improve services for others. This leaflet will explain how to make a complaint, compliment or comment about the Strand Medical Group.

## Complaints

You can help us make changes by telling us about what has concerned you and if you would like us to consider changes.

If you have a complaint or concern, the quickest way to resolve it is to speak to a member of the team and if they can resolve it straightaway, they will do so. This may be the approach you try first. If they can not resolve your complaint or concern, they will refer the matter to their Line Manager or to the Complaints Manager, Justin Cankalis.

A complaint form is available but you may set out your complaint however you wish, including verbally, by letter, telephone call or personal visit.

Please make any complaint as soon as possible after the event, preferably within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident or of when the incident came to the attention of the complainant.

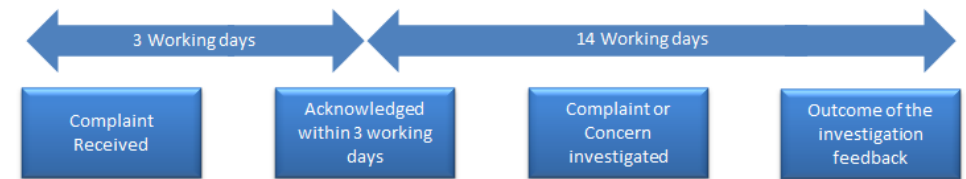
## Complaining on behalf of someone else

We keep strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we will require written permission in the form of a signed consent form that they are unhappy with their treatment and that we can deal with someone else about it. Where the patient is incapable of providing consent due to illness or accident, it may still be possible for us to deal with the complaint. Please provide precise details of the circumstances which prevent this in your covering letter.

## What happens next?

Your complaint or concern will be investigated by the surgery and a response will be sent to you, explaining the process of investigations and findings, including details of any action taken or recommendation to prevent a recurrence of the problem. Alternately you may be invited into the surgery to discuss your concern.

Complaint time lines:



## Do you want support to make a complaint?

Someone else can make a complaint on your behalf. If we need to discuss confidential information to investigate the complaint, we will always ask for your consent first. This is to protect your confidentiality.

The local Independent Complaints Advocacy service (ICA) provides support (e.g. writing complaint letters) to people who want to make a complaint about their NHS treatment, ICA is totally independent of the NHS and is free and confidential to all NHS users. (Details overleaf)

## Compliments

Compliments are always welcome and are fed back to individuals or departments, they can also be used for appraisals. To leave a compliment please visit the **NHS CHOICES website**, alternately write to, or telephone the surgery directly, (you can even ask us to upload your compliment on your behalf) thank you.

If you would like to receive this leaflet in a larger font, please ask reception.