

COMPLAINING FOR SOMEONE ELSE —

Please note we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we will need to know that you have their permission to discuss their case.

Please provide a note signed by the person concerned, unless they cannot provide this due to illness or disability.

— HELP & ADVICE

If you would like advocacy support when making a complaint, you can contact Healthwatch West Sussex:

Tel: 0300 012 0122
Email: helpdesk@healthwatchwestsussex.co.uk
Post: PO Box 1343, Crawley, RH10 0QH

WHO ELSE TO CONTACT —

If you are not happy with our response, you can ask the Health Service Ombudsman for an independent review:

Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

The Parliamentary & Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

If you have a complaint about a service from another NHS organisation, NHS Sussex has a list of where you can complain:
<https://www.sussex.ics.nhs.uk/nhs-sussex/comments-and-complaints/>

Tel: 0300 140 9854
Email: sxicb.contactus@nhs.net

Pound Hill
Medical Group

Compliments, Comments & Complaints

We welcome your comments and suggestions. Your complaints can help us to improve our services.

OUR POLICY

We welcome compliments, suggestions or concerns about the services you have received from the doctors or any staff working in this practice.

We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

As a patient of the NHS, you have a right to:

- Have your complaint dealt with efficiently
- Have your complaint properly investigated
- Be informed of the outcome of your complaint
- Take your complaint to the Health Ombudsman if you are not satisfied with the outcome

Our aim is to give you the highest possible standard of service, and we try to deal quickly with any problems that may occur.

HOW TO COMPLAIN

Most problems can be sorted easily and quickly, often at the time they arise and with the person involved. Please let us know if you have an issue to help us help you.

If your problem cannot be sorted out in this way and you wish to make a complaint, please put this in writing to our practice manager, Tina Coulson.

You can write us a letter or email pound_hill.reception@nhs.net

WHAT NEXT?

We will:

- Acknowledge your complaint within three working days and offer to make arrangements to discuss your concerns.
- Give you an idea of how long our investigations may take.

- Investigate your complaint within the practice.
- Keep you informed of the progress of our investigation.
- Send you a response explaining the outcome of our investigation and any actions taken as a result.

We aim to have looked into your complaint within twenty working days. When we look into it, we will aim to:

- Find out what happened and what went wrong
- Make it possible to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again in the future.