

HELP YOUR PRACTICE **GET IT RIGHT!**

WANT TO MAKE A







LISTENING, RESPONDING **IMPROVING**

A brief guide on how to voice your appreciation, complaints or concerns

COMPLIMENTS, COMMENTS, CONCERNS AND COMPLAINTS We aim to provide our patients with the best care we can and would like to hear from you if you think equally we know that there will be times when we fall short of the mark and want to know if you are

We would encourage you to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist or manager, but if you prefer to give your feedback in writing. Practice Manager at the address detailed on the front of this booklet. You can also send it to the come your comments, concerns and ideas through our Patient Participation Group.

If you have a complaint please do not be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will do our best to put right anything that has gone wrong and this leaflet aims to help you to WHO CAN MAKE A COMPLAINT?

Complaints can be made by patients either on their own behalf or by a representative (with your con-WHAT ARE THE TIME LIMITS FOR MAKING A COMPLAINT?

As soon as you can whilst you can remember the details clearly. Usually the NHS Complaints Procedures only deal with complaints made within 12 months of the event or within 12 months of soon deasons why you were not able to let us know earlier and we can still carry out an effective WHEN SOMETHING GOES WRONG

If you have a complaint or concern the quickest way to resolve it is to speak to a member of the team Manager who will take matters from there. WHAT HAPPENS NEXT?

The Practice Manager will acknowledge your complaint and make early contact with you (within 3 pending upon what is most convenient for all concerned. Your complaint will be investigated within an agreed timescale and you will be kept informed of pro-

We want to hear!

For details please ask for a copy of our leaflet, "Listening, Responding, Improving", available at Reception or in our waiting area.