

ROWCROFT MEDICAL CENTRE

STROUD

**TEL: 01453 764471**

**FAX: 01453 755247**

**[www.rowcroftmc.nhs.uk](http://www.rowcroftmc.nhs.uk)**

## **INFORMATION FOR PATIENTS**

### **HOW TO MAKE A COMPLAINT OR A COMMENT ON SERVICES**

**DR J A Holmes & Partners**

#### **HOW TO MAKE A COMMENT ABOUT OUR SERVICES**

This leaflet contains some essential information for patients who have some sort of complaint about the service we offer in the Practice. We would like to think that not all comments our patients may have will be complaints. Someone may even want to pay us a compliment.

We welcome your comments about our service whether good or bad. Perhaps there is something you feel we should be doing, or something you feel we could be doing better. We welcome all suggestions. We cannot promise that every idea you may put forward will be used - there may be good reasons why your suggestion may not be practical, but we are open to new ideas and will give them our consideration.

If you would like to comment on our services in any way then please use the form provided and hand it in to the Reception Desk. All comments will be passed to the Practice Manager who will let you know whether or not the Practice thinks you have a good idea.

If you would just like to pay us or our Staff a compliment then please feel free to use the form for this purpose. It is nice to be told now and again that we are getting something right!

Thank you for your help, and we look forward to your continued support.

**Dr Jim Holmes**  
**Senior Partner**

If you would like some help with putting together the information you need you might like to contact PALS (Patients Advice and Liaison Service) a confidential service which has been created to help patients find answers to questions or concerns regarding the care or treatment they receive from all NHS services. Details of this service are on the back cover of this leaflet.

## **HOW TO MAKE A COMPLAINT**

If you have a complaint, or are unhappy about the service you have received from the Doctors or any of the staff working in this practice, we would like the opportunity to find out what went wrong. We hope that most problems can be sorted out easily and quickly, often at the time they arise. If your problem cannot be sorted out in this way and you wish to make a complaint please let us know as soon as possible, ideally within a matter of days, because this will help us to find out what happened more easily.

Under the NHS Complaints Procedure, we can only investigate your complaint if it is made:

Within 12 months of the event

Within 12 months of you realising you have something to complain about

If you want to make a complaint on behalf of another adult then we will need to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are too ill to be able to do this.

Your complaint should be sent to the Practice Manager or to any of the Doctors. You will be contacted within 72 hours to acknowledge your complaint.

At the same time we will offer to discuss and agree

- how the complaint is to be handled and negotiate a "Complaint plan"
- the likely timescale the investigation is anticipated to take
- the timescale in which the response is likely to be sent

The Practice Manager will then initiate an investigation.

When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

Records of your complaint will be kept in a special file and nothing will be added to your medical records. Please note that any complaint you make will not affect the way you are treated or received by any member of the Practice, and the only people who will know about your complaint are the people involved.

We hope that if you have a problem you will use this Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong, and an opportunity to improve our practice, however if you don't feel your complaint has been resolved or you don't wish or feel able to contact the practice in the first instance about your complaint then you need to contact the

### **Parliamentary and Health Service Ombudsman**

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

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

Fax: 0300 061 4000

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### **Community Patient Advice & Liaison Service (PALS)**

Community PALS is a confidential service created to help patients, their families and carers, find answers to questions or concerns regarding the care or treatment they receive in community NHS services and offer information, advice or support if needed.

They can be contacted on

**Freephone—08000 151 548**

The freephone has an answering service so messages can be left at any time and will be responded to the next working day.

Location: Sanger House, 5220 Valiant Court,  
Gloucester Business Park, Gloucester, GL3 4FE

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