

CHRISTCHURCH HALL SURGERY

Practice Complaints Procedure

The Doctors and the Staff of Christchurch Hall Surgery are dedicated to providing high quality healthcare with continuity of care to our patients.

We do hope that you do not have a reason for complaining however, as sometimes problems can occur, we would like to explain the procedure we follow in dealing with your concerns.

We operate a complaints procedure as part of the NHS system in dealing with complaints. Our Practice procedure meets the national criteria recommended.

When a concern or a complaint is received

We hope that most problems can be resolved quickly and easily, at the time they arise and with the person concerned.

Our Practice Manager would be happy to assist as soon as a difficulty arises. If it is not possible to resolve the complaint at that time, we ask the complainant to present their complaint **in writing and as soon as possible.**

Our actions

We shall acknowledge the complaint within 3 working days and aim to look into the matter within 15 working days. We aim to resolve the matter as speedily and thoroughly as possible.

The Practice Manager will attempt to resolve the problem either by offering a written explanation or a meeting with the interested parties.

If the complaint is more complex, it will be passed to the Doctor with lead responsibility.

Resolution

- ❖ We aim to investigate promptly how the problem has arisen.
- ❖ We aim to correct matters, where possible.
- ❖ The complainant will be given an apology, if this is appropriate.
- ❖ We shall identify how the practice can improve its procedures in order to avoid any future problems.

If the complainant is not the patient, the intended patient's written permission **MUST** be obtained.

Should you require any assistance when making your complaint, please request a Voiceability leaflet from Reception staff.