

Please address all complaints
(preferably in writing)
to:

Mrs T Pike
Practice Manager
Taunton Road Medical Centre
12/16 Taunton Road
Bridgwater
Somerset TA6 3LS

☎ 01278 720000



A Guide For Patients

Taunton Road Medical Centre
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Bridgwater
Somerset TA6 3LS
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**Taunton Road
Medical Centre**

Patient Information COMPLAINTS PROCEDURE



A Guide For Patients

Tel: 01278 720000

Complaints Procedure

We do our best at all times to provide the best possible service for our patients within the resources available.

This leaflet explains what to do, should you have cause to complain about the standard of service or medical treatment you have received. We will endeavour to resolve problems and put things right as far as possible. This is known as *Local Resolution*.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working at Taunton Road Medical Centre please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our procedure meets the national NHS criteria.

How to Complain

We hope that most problems can be sorted out quickly and satisfactorily, preferably at the time they arise and with the person concerned. If your problem can not be resolved on the spot and you wish to make a complaint, we would ask you to let us know **as soon as possible**, ideally within a matter of days or at the most a few weeks. If you are unable to do that, please let us have details of your complaint:

- Within 6 months of the incident; or
- Within 6 months of discovering that you have a problem, provided it is within 12 months of the original incident.

Complaints should be addressed to the Practice Manager or to your doctor.

Alternatively, you may prefer to make an appointment to see the Practice Patient Liaison Manager or the Practice Manager to discuss your concerns. They will explain the complaints procedure to you and will make sure that any matter raised is dealt with promptly and sympathetically. It will be a great help if you are specific as possible about your complaint.

What We Will Do

We will acknowledge your complaint within three working days and aim to have investigated your complaint within an agreed realistic timeframe. We shall then be in a position to offer you an explanation or a meeting with the people involved. Occasionally we may take a little longer but if this is the case we shall keep you fully informed.

When we look into your complaint we shall aim to:

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

Complaining On Behalf Of Someone Else

Please note that we are required to keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we need to know that you have permission to do so. A note, signed by the person concerned authorising you to complain on their behalf will be necessary.

Complaining To NHS England Customer Contact Centre

We hope that, if you have a problem, you will tell us straight away and that you will use our practice complaint procedure. We believe this will give us the best chance of putting right what has gone wrong and allow us to make further improvements to the service we offer our patients. NHS Customer Contact Centre is available to help you put forward your complaint to the practice and guide you through the complaints process, if required. Their contact details are as follows:

Write to:

NHS England
PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net

Telephone:

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

The first stage of the NHS Complaints procedure is known as Local Resolution. We hope the response we provide at this stage will resolve the concerns raised. If however you remain dissatisfied you have the right, within 28 days of the conclusion of Local Resolution, to make a request for an Independent Review. Any such request should be directed to:

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

www.ombudsman.org.uk

Telephone: 0345 015 4033

Confidentiality

Correspondence relating to your complaint will be filed independently from your medical notes. All correspondence will be treated in the strictest confidence.

If you would like clarification on any aspect of the Complaints Procedure, please contact the Practice Manager or the Practice Patient Liaison Manager who will be pleased to help you.