

Patient Information Leaflet

Sandown Health Centre

Broadway
Sandown
IOW
PO36 9GA

Telephone: 01983 409292

Email: iwccg.sandownhc@nhs.net

Practice Complaints Procedure

For practice news and information

www.sandownhealthcentre.nhs.uk

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the service you have received from the doctors or any of the staff working in the practice.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned, or by an informal discussion with the practice manager. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. – Ideally, within a matter of days.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary put right, any problems you have identified or mistakes that have been made.

Complaints should be addressed to the Practice Manager, Mrs Karen Hermans and sent via email or post. (See contact details on the front of this leaflet). Alternatively, you may ask for an appointment with Mrs Hermans in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

We shall acknowledge your complaint in writing within three working days and give you a suggested time frame of when to expect our reply. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong:
- Make it possible for you 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 doesn't happen again.

Please note that we have to respect our duty of confidentiality to patients and the written consent of the patients concerned will be necessary if the complaint is not made in person by that patient.

We hope that, if you have a problem, you will use our 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, but this does not affect your right to approach NHS England. If you feel that you do not want to raise your complaint with us you should contact:

NHS England
PO Box 16738
REDDITCH
B97 9PT

Helpline 0300 311 2233

E-mail England.contactus@nhs.net

(please write "For the attention of the Complaints Manager" in the subject line.

If you remain dissatisfied following local resolution you have the right to ask the Ombudsman to independently review your case. This should be done in writing within 2 months to:

The Health Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0845 0154033

E-mail:- phso.enquiries@ombudsman.org.uk

Website:- www.ombudsman.org.uk

Should you require assistance in making your complaint this can be provided by

Freepost RTGR-BKRU-KUEL
Healthwatch Isle of Wight
The Riverside Centre
The Quay
Newport
Isle of Wight
PO30 2QR

Website:- www.healthwatchisleofwight.co.uk