

If you are Dissatisfied with the Outcome

If you are dissatisfied with the outcome of your complaint then you have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service

Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

Should you feel unable to raise your complaint with us you can make a formal complaint about your health care directly to NHS Devon via The Patient Advice and Complaints Team. They also provide a patient liaison service that:

- Provides information on NHS services.
- Helps to sort out problems quickly on your behalf
- Advises and supports patients, their families and carers
- Listens to your concerns, suggestions or queries

Their contact details are:

The Patient Advice and Complaints Team (PACT)

County Hall

Topsham Road

Exeter

Devon

EX2 4QL

For complaints telephone: 01392 207819 or

TEXT 07789 741099

For patient liaison services: 0845 111 0080 or

01392 267665

Positive Feedback

We also welcome feedback of a positive nature and are happy to receive suggestions and comments regarding the service we offer. We are continually working to maintain and develop the standard of service we provide for patients. Your help with this process is much appreciated.

Making a complaint about the Out of Hours Service

Should you wish to make a complaint concerning the Devon Doctors on Call GP out of hours co-operative, please contact:

The Clinical Governance Support Officer

Devon Doctors on Call

Unit 10 Manaton Court

Matford Business Park

Exeter

Devon

EX2 8PF

Tel: 01392 823636

Coleridge Medical Centre

PATIENT INFORMATION LEAFLET

THE PRACTICE COMPLAINTS PROCEDURE

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Mrs Sue Stokes
Practice Manager
Coleridge Medical Centre
Canaan Way
Ottery St Mary
Devon
EX11 1EQ

What we Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient concerned to confirm that they are unhappy with their treatment and that they give their authority for a third party to act on their behalf.

Please ask at reception for the Complaints Form which contains a suitable authority for a patient to sign to enable the complaint to proceed.

Where a patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.