

# The Horndean Surgery

## Complaint Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

### How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. 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 as this will enable us to establish what happened more easily. You may still complain up to 12 months after the incident occurs provided it is still possible to investigate matters effectively and fairly.

Complaints should be in writing and addressed to the Practice Manager. Alternatively you may ask for an appointment with the Practice Manager 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. Please help by being as specific as possible about your complaint.

### Who can make a complaint?

Every patient has the right to make a formal complaint however if you are complaining on behalf of someone else we will need their written consent to respond to you about the issue, unless they are medically incapable of providing this. The practice may also receive a complaint from the next of kin of a deceased patient.

### What we shall do

We shall acknowledge your written complaint within three working days and aim to have looked into your complaint within a reasonable timeframe, which is generally dictated by the availability of the personnel and other agencies involved to respond. We should then be in a position to offer you an explanation, or a meeting with the people involved. We shall aim to find out what happened and what went wrong, and to identify what we can do to make sure the problem does not recur. If there is likely to be a delay, we will tell you the reasons and we will keep you informed of our progress. We will inform you in writing of the outcome of our investigations.

*Although we hope you will feel able to contact the practice first, if you prefer you can make your complaint direct to the Comments and Complaints Unit at NHS Commissioning Board, PO Box 16738, Redditch B97 9PT (Tel 0300 311 2233), email address [England.contactus@nhs.net](mailto:England.contactus@nhs.net)*

Complaints can be made to the South East Hampshire Clinical Commissioning Group about hospital or community services or the Commissioning group itself using the following email address [sehccg.complaints@nhs.net](mailto:sehccg.complaints@nhs.net)

### If you are still dissatisfied

We hope that we will be able to resolve any problems satisfactorily using the above procedure. However, if you are dissatisfied with the outcome of the investigation you have the right to approach the Health Service Ombudsman, Millbank Tower, London SW1P 4QP, tel: 0345 015 4033 or email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk). There website for more information is [www.ombudsman.ork.uk](http://www.ombudsman.ork.uk)

You also have the right to seek further advice from NHS Complaints advocacy

The local service is VoiceAbility and they can be contacted on 0300 303 1660 or by email [helpline@voiceability.org](mailto:helpline@voiceability.org). This service is free and impartial.

For advice with issues relating to hospital treatment contact

PALS (Patient Advice and Liaison Service –Queen Alexandra Hospital,  
Portsmouth  
Tel: 0800 917 6039 or via [www.porthosp.nhs.uk](http://www.porthosp.nhs.uk)

Practice Complaints Manager – Mrs Jean Smees  
Partner responsible for complaints – Dr Mark Coombe

Reviewed 03.02.2020  
Reviewed and updated 09.10.2020 JTS