

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that PHOENIX HEALTH GROUP keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required unless they are incapable of providing this due to illness or disability. Please ask for a third-party form from reception.

If you have a problem, we hope that you will use the Practice complaints procedure.

However, if you feel you cannot raise your complaint with us directly you can contact:

### NHS Gloucestershire Integrated Care Board

Primary Care Services are commissioned by NHS England Area Teams. You can make a complaint about Primary Care Service in Gloucestershire to the commissioner by contacting:

Telephone 0800 0151 548

Email: [glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)

Post:

Chief Executive Officer

NHS Gloucestershire Integrated Care Board

Sanger House

5220 Valiant Court

Gloucester Business Park

Brockworth

GL3 4FE

### CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website:

<http://www.cqc.org.uk/contact-us>

## ADVOCACY SERVICE FOR NHS COMPLAINTS

This is a national service that supports people who want to make a complaint about their NHS Care or treatment

Contact

<http://nhscomplaintsadvocacy.org/>

### HEALTHWATCH

Details of Healthwatch Gloucestershire can be found on their website:

<http://www.healthwatchgloucestershire.co.uk/>

Healthwatch England can be contacted on [www.healthwatch.co.uk](http://www.healthwatch.co.uk) or by phone on 0300 068 3000.

### OMBUDSMAN

If you are not happy with the response from us, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

**Telephone:** 0345 015 4033

**Text:** Send "call back" with your name and mobile number to 07624 813 005

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Post:** NHS Ombudsman, Citygate, Mosley Street Manchester, M2 3HQ



Phoenix Health Group  
9 Chesterton Lane  
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## Phoenix Health Group

### Comments, Feedback, Complaints Leaflet

### *How to feedback to the Practice*

### Partners

Dr Rohit Sethi

Dr Khalid Al-Khayat

Dr Peter Hill

Dr Alison Nichol

Dr Naomi Vernon

Dr Jonathan Maxted

Dr Henry Allen

Dr Angus McMyn

Dr Emma McMyn

Dr James Woodward

Dr Sarah Cardew

Dr Freddie Charrington

## LET THE PRACTICE KNOW YOUR VIEWS

PHOENIX HEALTH GROUP is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

## TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment, or support.

### Who can make a Complaint?

Any current or former patient who is receiving or has received treatment at the practice may make a complaint.

## HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Assistant Practice Manager who will try to resolve the issue and offer you further advice on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

## TIMESCALES FOR COMPLAINTS

12 Months from the date on which the event which is the subject of the complaint occurred or 12 Months from the date on which the event which is subject of the complaint comes to the complainants notice.

## NHS PROCEDURE

We will acknowledge your complaint within three working days. We will also ask you what you would like to happen as a result of your complaint, for example, an apology, a new appointment or an explanation. Your complaint will be fully investigated. This involves finding out what has happened by talking to staff involved and taking any necessary action. We will keep you fully informed within the investigation period and inform you of any timescales. If it is not possible to deal with your complaint within the period agreed, we will write to you explaining the reason for the delay. The sooner you make a complaint the easier it is to investigate and the more likely it is the complaint can be resolved.

## COMMENTS, FEEDBACK, COMPLAINTS FORM

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Date of Complaint/comment: \_\_\_\_\_

Please Tick this box if you want a reply

Comment / Feedback / Complaint (Circle one)

Details: \_\_\_\_\_  
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Signed: \_\_\_\_\_