

THE NHS COMPLAINTS PROCEDURE

Penryn Surgery welcomes comments, compliments, concerns and complaints. We always aim to provide the best care we can. However, we know that sometimes things can go wrong. When this happens we believe that it is often most effective to sort problems out quickly and informally. Please talk to any member of staff if you have a problem or concern. If you need impartial help or advice in resolving a problem you can try **Healthwatch** on 0800 0381 281, this is a local information and signposting service

The **NHS Complaints Procedure** is a more formal way of resolving a concern. We want to assure people that they can make a complaint without fear of their care being affected. We believe it is important to understand why things go wrong so that we can prevent such things happening again.

There are two stages to the Complaints Procedure. The first stage is called '**Local Resolution**'. This is where we work with you to resolve your complaint.

If after this you feel your complaint to be still unresolved you can progress to the second stage by approaching the Parliamentary and Health Service Ombudsman for an '**Independent Review**'.

If you want to make a formal complaint, please contact the Complaints Manager, **Mrs Emma Berry**. You can do this in writing (including email), by phone or in person. SEAP Advocacy can help you with making a complaint if you wish.

When should I complain?

Please try to make your complaint as soon as possible. There are time limits – normally twelve months after the event you are complaining about (or became aware of the matter for complaint). However there are exceptions to this and we will always try to help as much as we can.

If you are making a complaint on behalf of another person, we may need to ask that person's consent before investigating the complaint

The Complaints Manager will discuss with you how you would like your complaint resolved and how long this might take. The person who investigates your complaint may need to talk to other staff and look at your medical records. They will be careful to ensure that any information about you is kept confidential. Your complaint will not be recorded in your medical notes.

We will acknowledge your complaint and how we have agreed to resolve it within 3 working days. We will keep you informed of progress; letting you know of any delays in resolving your complaint. We will usually advise you of the outcome by letter, however we are also happy to meet with you. We will let you know the outcome of the investigation and of action taken as a result. If you are unhappy with any aspect of how we have handled your complaint, we would prefer you to tell us. This means that we can discuss if there are any other ways of locally resolving your concerns.

More complex issues for resolution should be directed to the national call centre set up by NHS England, they can be contacted on 0300 311 22 33

NHS England 0300 311 22 33
PO Box 16738,
Redditch B97 9PT
Email: England.contactus@nhs.net

If your complaint is about one of the Community Hospitals, NHS Dentist or a Community Service then you will need to contact Patient Advice and Liaison Service (PALS) based at St Austell, their contact details are:-

Patient Advice and Liaison Service (PALS)
Tel: 01726 627 967
Email: Pals.community@PCH-CIC.nhs.uk

Useful Contacts

Practice Complaints Manager
Mrs Emma Berry

Healthwatch – 0800 0381 281

SEAP Advocacy- 0300 343 5706
Email: info@advocacyincornwall.org.uk
www.advocacyincornwall.org.uk
PO Box 375
HASTINGS
TN34 3HU

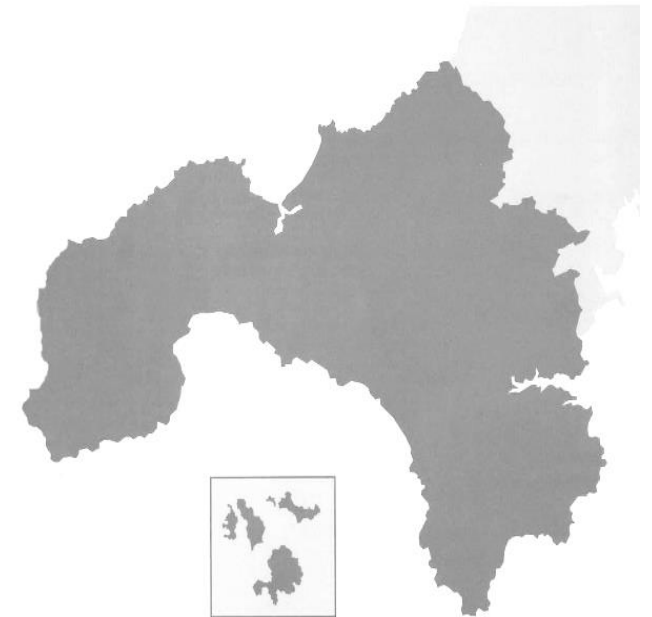
The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP.
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk



Cornwall and Isles of Scilly



How to make a complaint



The NHS Complaints Procedure at the Penryn Surgery

