

## **COMPLAINING TO OTHER AUTHORITIES**

The Practice Management team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact the NHS England

<https://www.england.nhs.uk/contact-us/complaint/#complain>

Telephone: 0300 311 2233

## **CONTACTING THE CARE QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried out by this Practice, then you can contact the Care Quality Commission

<http://www.cqc.org.uk>

Telephone: 0300 061 6161

## **PATIENT ADVISORY LIAISON SERVICE (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be found here:

<https://bsw.icb.nhs.uk/contact-us/compliments-and-complaints>

Telephone: 0300 561 0250

## **OMBUDSMAN**

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

<https://www.ombudsman.org.uk/making-complaint>

Telephone: 0345 015 4033

# **Trowbridge Health Centre**



## **Practice Complaints Procedure**

### **PARTNERS:**

Dr. S. Locke

Dr. H Bimbh

Dr. C Bundy

Dr. C Sheppard

Dr. D Ponty

Dr. T Argyle

**Telephone: 01225 435757**

[www.trowbridgehealthcentre.co.uk](http://www.trowbridgehealthcentre.co.uk)

**Trowbridge Health Centre**

**Hammersmith Fields, Trowbridge,**

**BA14 8LW**

## 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.
- It is Practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.
- Complaints will not be recorded on your patient record.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

**OR**

- Within 12 months from when the complaint comes to your notice

## HOW TO COMPLAIN

In the first instance, please discuss your complaint with the staff member concerned, most problems can be sorted out easily and quickly at the time they arise.

If the issue cannot be resolved in this way, there are a variety of ways to send your complaint to the Health Centre.

The preferred way is to complete the online form found on the website  
<https://www.trowbridgehealthcentre.co.uk>

Alternatively, you can post or hand-deliver a letter to the front desk (address is on the front cover of this leaflet).

The Practice will acknowledge your complaint within three working days.

Your complaint will be reviewed by the Practice Manager, and the Complaints Team.

When the Practice investigates your complaint, it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements 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 the practice can do to ensure the problem does not reoccur.

The Complaints Team will acknowledge receipt of your complaint within three working days. They will then provide a full response once they have fully investigated the complaint. The length of time needed to investigate will depend on the complexity of the complaint, but we look to provide a full response as quickly as we can.

The Practice at your request will arrange a meeting with you to discuss the complaint at any stage.

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Trowbridge Health Centre adheres to strict levels of patient confidentiality.

If you are making a complaint on behalf of someone else, the Practice will need their permission. Written consent will be required from the person concerned, unless they are incapable of providing this.

Please provide the precise details of the circumstances which prevent the patient giving consent in your letter.