

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Fremington Medical Centre adheres 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.

## COMPLAINING TO OTHER AUTHORITIES

The practice hopes that if you have a problem, you will use the Practice Complaints Procedure, which can be found on our website. However, if you feel you cannot raise your complaint with us, you can contact:

NHS Devon  
Tel: 0300 123 1672  
Email: [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)

Contact information can also be found on the One Devon website  
[www.onedevon.org.uk/contact-us/patient-advice-and-complaints](http://www.onedevon.org.uk/contact-us/patient-advice-and-complaints)

NHS England  
Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
[www.england.nhs.uk/contact-us/complaint/complaining-to-nhse](http://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse)

## CONTACTING THE CARE QUALITY COMMISSION

Our services are registered and inspected by the Care Quality Commission (CQC). If you have a genuine concern about a staff member or regulated activity carried out by the Practice, you can contact them

Tel: 0300 061 6161  
[www.cqc.org.uk](http://www.cqc.org.uk)

## PALS, ADVOCACY & OMBUDSMAN

### 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 on:

[www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)

### SUPPORT & ADVOCACY

Making a complaint can be a daunting prospect. If you feel you need support with this, then you can contact Devon Advocacy Consortium to support you through the process.

Tel: 01392 822377  
Email: [devonadvocacy@livingoptions.org](mailto:devonadvocacy@livingoptions.org)  
[www.devonadvocacy.org.uk](http://www.devonadvocacy.org.uk)

### OMBUDSMAN

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

Ombudsman's Complaints Helpline  
Tel: 0345 015 4033  
Textphone (Minicom): 0300 061 4298  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Fremington Medical Centre Complaints & Comments Leaflet LET THE PRACTICE KNOW YOUR VIEWS



## PARTNERS

Dr Nigel Moody  
Dr Stephen Jubb  
Dr Benjamin Davies  
Dr Gemma Isaac  
Dr Adetola Osinubi  
Mrs Linsey Duncan

Practice Manager  
Mrs Kate Graddock

Management Team  
Mrs Sarah Pearce  
Ms Victoria Dunn

**Please Take a Copy**  
*(Revised Sep 24)*

Fremington Medical Centre 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.

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know.

In the first instance you are welcome to discuss your complaint with one of our Management Team who will be happy to try and resolve your concerns.

Alternatively you can put your complaint in writing and address it to the Management Team, who will investigate your concerns and feedback to you.

It helps if you can let us know as soon as possible about your concerns, ideally within a matter of days. This will enable us to get a clear picture of the circumstances surrounding your complaint. 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
- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days. When the Management Team look into your complaint, they aim 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 correct the problem or make sure it does not happen again
- Provide a full written response to confirm the discussions, actions and outcomes.

Our complaints procedure is inline with the NHS system for dealing with complaints.

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

**Address:**

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

**Date of Complaint / Comment:**

**Details:**

**PLEASE LEAVE AT RECEPTION**