We aim to provide a good service for all our patients but sometimes things can go wrong.

If you have a complaint about the service that you have received from us or our staff at the surgery, medical or non-medical, then please let us know.

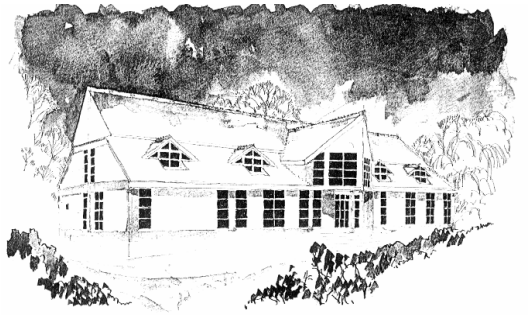
We have a Practice Complaints Procedure which is part of the NHS system for dealing with complaints. Our system meets the National Criteria.

TIME LIMITS FOR MAKING A COMPLAINT

If you feel that you would like to make a complaint, we would like you to let us know as soon as possible, ideally within a few days or weeks of the incident. This makes it much easier for us to establish what happened. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem
- Within 6 months of discovering that you had a problem, provided that this is within 12 months of the incident about which you are complaining.

Practice Complaints Procedure



HOW TO COMPLAIN

If you wish to make a complaint, please write to the Managing Partner, Rosie Barker. This can be sent to us by post, handed in at reception, submitted on the complaints form on our website or via email to pang.info@nhs.net. Alternatively, the Managing Partner will arrange to call you if you wish to make your complaint verbally.

CONFIDENTIALITY

We fully respect your right to confidentiality.

COMPLAINING ON SOMEONE ELSE'S BEHALF

We will need the written consent of the person on whose behalf you are complaining to ensure full medical confidentiality.

INVESTIGATION OF COMPLAINT – WHAT WE WILL DO

Your complaint will be looked into by Dr Rupert Woolley if your complaint concerns a medical matter. The Managing Partner will deal with complaints about the administration of the practice. In the event of the complaint involving Dr Woolley, the next most senior partner will look into the complaint. Your complaint will be acknowledged within 3 workings day, at which point we will also provide a time frame for providing our full response.
We will try to find out what went wrong so that we can give you a full explanation. We will ensure that you receive an apology where this is appropriate. We will try to identify what we can do to make sure that the problem does not occur again.

OUTCOME

This procedure does not deal with questions of legal liability or compensation. If you feel you cannot discuss the complaint with us or need support, then you can contact The Advocacy People for help by calling 0330 440 9000 or by emailing info@theadvocacypeople.org.uk

If you are dissatisfied with our investigation and explanation, you have the right to take your complaint to the Public Service Ombudsman. You can contact their helpline on 0345 015 4033 or contact them online at www.ombudsman.org.uk