

Densham Surgery
Dr Williams & Dr Oliver

Lawson Street Health Centre
Stockton
TS18 1HU
Tel: 01642 672351

PRACTICE COMPLAINTS LEAFLET



DO YOU HAVE A COMPLAINT?

If you have a complaint or a concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. 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: or**
- **Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.**

Complaints should be addressed to:
Mrs P Clarke
Practice Manager
or either of the doctors.

Alternatively, you may ask for an appointment with Mrs Clarke to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be of great help if you are as specific as possible about your complaint.

WHAT WE SHALL DO

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- **Find out what happened and what went wrong**
- **Make it possible 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 we can do to make sure the problem doesn't happen again**

THE OUTCOME

If your initial explanation is satisfactory to you, you need take no further action although an acknowledgement in writing would be appreciated.

If you wish further explanation in writing or by meeting with the person(s) involved, you should request this as soon as possible in writing to Mrs Clarke.

If grievances remain or the resolution is unsatisfactory, you have 56 days in which to request an independent review from the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Complaints Helpline Tel: 0345 015 4033

Textphone (Minicom): 0300 061 4298

The Helpline is open 8:30am to 5:30pm, Monday to Friday

Web site: www.ombudsman.org.uk

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

COMPLAINING TO THE PRIMARY CARE TRUST

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the local Healthwatch organisation if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

You should contact:

Healthwatch Stockton on Tees
Catalyst House
27 Yarm Road
Stockton on Tees
TS18 3NJ
Tel. No: 01642 688312
www.healthwatchstockton.co.uk

Alternatively you may like to contact ICAS (Independent Complaints Advocacy Service) for help and assistance at:

Evans Business Centre
Durham Way South
Aycliffe Industrial Park
Newton Aycliffe
DL5 6XP

Their contact number in the North East is:

0808 802 3000

**As a practice we strive
to provide the highest
quality health care
service to all patients
and our members of
staff help to contribute
to the achievements of
this aim**