

Suttons Avenue Surgery

PATIENT INFORMATION COMPLAINTS PROCEDURE

We are always pleased to receive suggestions for improving our services and we like getting compliments as well. We hope you will never have cause for serious complaint but if you do, we have a complaints procedure aimed at quick resolution of problems. Please initially either speak directly to your GP or write to our Practice Manager, Mrs Beverley Cole - **bcole@nhs.net**

The Doctors and staff at 24 Suttons Avenue Practice strive to deliver high quality patient care at all times and in all areas of contact with the patient or patient's representative and are realistic enough to appreciate that there are times when less than efficient service may be given or instances where the patient is less than happy with the service they have received.

In order to attain and maintain high standards of care, feedback is needed from those to whom the care is delivered; one mechanism is the complaints procedure.

1. As a patient, you have a right to complain about any aspect of the service with which you are less than satisfied, and the Practice has produced this Complaints Procedure to assist you through this.
2. Any complaint you wish to make can be accepted either in writing or verbally and should preferably be addressed in either case to the Practice Manager. If you feel the doctor is the most appropriate person to approach, you are free to do so.
3. If your complaint is written, you will receive acknowledgment within two working days from receipt.
4. If your complaint is verbal, you will receive written acknowledgment within two working days, with a factual statement of what is perceived to be the complaint.
5. Any complaint you make will be investigated and you will receive a written report from the Practice as to the outcomes of the investigations and, where appropriate, the steps taken to ensure the situation does not recur.
6. If considered appropriate by all parties, you will be invited to attend the surgery to discuss the matter with the Practice Manager and, where appropriate, one or more of the doctors, following which you will receive a written statement from the Practice as to the discussion and the outcome.
7. Where other parties are involved, you will be kept informed as to the steps being taken to obtain their statements.
8. The Practice will strive to deal with complaints in a methodical and efficient manner in order to bring about an equitable conclusion.

It is sincerely hoped that any complaint you have about the Practice can be dealt with by those responsible for ensuring patient care and delivery of services within the Practice, but there are times when you may feel this is inappropriate, or you may not be happy with the results of the complaints procedure. You have the right, therefore to complain to the PALS (01708 435454) or contact NHS England using the following contact details.

- By post to: NHS England, PO Box 16738, Redditch, B97 9PT
- By email to: england.contactus@nhs.net, stating 'For the attention of the complaints team' in the subject line.
- By telephone: **0300 311 22 33**

Should you wish to discuss any part of this document with the Practice Manager, please ask the Receptionist or your doctor to arrange this.

Review June 2025