

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach the local Primary Care Trust if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint. The Patient Advice and Liaison Service based at West Essex PCT provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS, you can contact PALS on 0800 783 3396 or email PALS@westessexpct.nhs.uk.

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them on 020 7448 9200, or write to them at: **Healthcare Commission (Complaints Team), Peter House, Oxford Street, MANCHESTER, M1 5AN** www.healthcarecommission.org.uk

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.



CHURCH LANGLEY MEDICAL PRACTICE

Comments, Complaints and Suggestions

Here at Church Langley Medical Practice we aim to provide the highest standards of customer care, however, we also recognise that sometimes we may get things wrong and as such we welcome any suggestions on improvements that our patients can make.

This leaflet sets out the aims of the practice and how you can take an active part in ensuring that we get it right first time.

If for some reason you are unhappy with the service that we provide, please do let us know—we cannot change if we do not know.

All comments received are treated seriously and where a complaint has been received we will take immediate action to deal with the issue as quickly as possible and wherever possible ensure that it does not happen again.

This leaflet explains the steps you need to take and who to contact.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 that is within 12 months of the incident.

Our Practice Manager will be pleased to deal with any complaint. He/she will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to The Practice Manager

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 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 appropriate identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.