**PATIENT WRITTEN COMPLAINT FORM**

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

**HOW TO COMPLAIN**

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager (you can use the attached form). We will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

**COMPLAINING ON BEHALF OF SOMEONE ELSE**

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

**WHAT WE WILL DO**

* We will acknowledge your complaint within 3 working days
* When we look into your complaint, we will investigate the circumstances;
* Make it possible for you to discuss the problem with those concerned;
* Make sure you receive an apology if this is appropriate,
* And take steps to make sure any problem does not arise again.
* You will receive a final letter setting out the result of any Practice investigations

**TAKING IT FURTHER**

If you remain dissatisfied with the outcome you may refer the matter to:

Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)

PO Box 1360, Crawley, West Sussex, RH10 0QS

Telephone 0300 012 0122

Email [ihcas@healthwatchwestsussex.co.uk](mailto:ihcas@healthwatchwestsussex.co.uk)

Or via the website [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

Horsham Advice Centre Independent Complaints Advocate Service (ICAS)

Lower Tanbridge Way Horsham West Sussex RH12 1PJ

Telephone 0844 477 1171

NHS England

PO Box 16738 Redditch B97 9PT

Telephone 0300 311 2233 or Email – [england.contactus@nhs.uk](mailto:england.contactus@nhs.uk)

The Parliamentary and Health Service Ombudsman

Millbank Tower Millbank London SW1P 4QP

Telephone 0345 015 4033

**PATIENT WRITTEN COMPLAINT FORM**

|  |  |
| --- | --- |
| Date: |  |
| Patient Full Name: |  |
| Date of Birth: |  |
| Address: |  |

Complaint details: (Include dates, times, and names of Practice personnel, if known)