

**Alternatively you may address your  
complaint to:**

**NHS England:**

The Complaints Manager,  
NHS England,  
PO Box 16738  
Redditch B97 9PT  
england.contactus@nhs.net  
Telephone: 0300 311 2233

**ICAS (Independent Complaints Advocacy  
Service):**

ICAS is based in Bristol and provides an  
impartial and independent service for people  
who wish to pursue a complaint. They can be  
contacted on 0845 1203782.

**If you are Dissatisfied with the Outcome**

You have the right to approach the  
Ombudsman and the contact details are:-

The Parliamentary and Health Service  
Ombudsman,  
Millbank Tower,  
Millbank, London, SW1P 4QP.  
Telephone: 0345 0154033  
Email: phso.enquiries@ombudsman.org.uk  
Website: www.ombudsman.org.uk

**Healthwatch Devon:**

First Floor, 3 & 4 Cranmere Court  
Lustleigh Close  
Matford Business Park  
Exeter EX2 8PW

Tel: 0800 5200640  
Email: info@healthwatchdevon.co.uk

Our staff have been trained to guide and  
help you if you wish to complain or to make  
any comment on our services, and we hope  
that you feel that we deal with any such  
matters in a constructive and satisfactory  
way.

**Drs Heather, Maybin, Kinsella, Ward,  
Vasquez, Hughes, Oxenham, Russell &  
Thomas**

**Riverside Surgery  
Bovey Tracey  
TQ13 9QP  
01626 832666  
www.riverside-surgery.co.uk**

**Tower House Surgery  
Chudleigh  
TQ13 0HL  
01626 852379  
www.towerhousesurgery.co.uk**

Formal complaints relating to other ser-  
vices, or if you want informal advice or to  
raise concerns or comments, should be

addressed to:

Patient Experience,

South Devon and Torbay CCG,

Freepost RTEZ-YHRC-RZKZ

Pomona House, Torquay, TQ2 7FF

Tel: 01803 652578

**THE BOVEY TRACEY  
AND  
CHUDLEIGH PRACTICE**

**COMPLAINTS  
AND  
OBSERVATIONS**

**A  
GUIDE FOR PATIENTS  
AND  
VISITORS**

Whilst we try and maintain our services and standards at the best possible levels, we accept that there may be occasions when you as a patient of ours or a visitor to one of our two surgeries, may not be entirely happy with the standards of care or the way you have been treated, or with some other aspect of our services.

### **Making a Complaint**

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event as this helps us to establish what happened more easily. In any event, this should be:- within 12 months of the incident or within 12 months of you discovering the incident.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority (see the section later in this leaflet).

Your written complaint should be sent to the:

**Primary Care Manager at Riverside Surgery, Bovey Tracey, TQ13 9QP or**

**Tower House Surgery, Chudleigh, TQ13 0HL.**

### **What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may be invited to a meeting with the person(s) concerned to attempt to resolve the issue. You are welcome to bring a friend along to any meetings if you felt this would be helpful. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into the complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete you will receive a final response in writing which will include the details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with our response.

### **Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at Reception for a Complaints Third-Party Consent Form.

Where a patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.