

# A guide for patients and visitors

- ❖ How to say “Well done!”
- ❖ How to make an observation or suggestion
- ❖ How to complain

## Saying “Well Done!”

Like most people, our doctors and staff like to know when they’re getting things right, so they’re very pleased when patients take the trouble to get in touch to say nice things about them or the practice. If you found your experience with us to be particularly good, do let us know about it and tell us what pleased you.



**Riverside Surgery  
Bovey Tracey**

**01626 832666**

**Tower House Surgery  
Chudleigh**

**01626 852379**



# Making an Observation or Suggestion

Perhaps you'd just like to make a simple observation or suggestion about some aspect of your care or treatment where you think we could make an improvement. You can do this by:

- ❖ by speaking in person or by telephone to the receptionist at either surgery (Riverside 01626 832666; Tower House 01626 852379)
- ❖ by writing to us (addresses are at the foot of this page)
- ❖ by filling in a **comments form** at reception, or by using the email contact form provided on our website at <http://www.towerhousesurgery.co.uk/Contact>.

# Making a Complaint

We try very hard to maintain our services and standards at the highest possible levels, but we do accept that there may be occasions when you as a patient or visitor to one of our two surgeries might not be entirely happy with the standards of care or the way in which you have been treated or with some other aspect of our services.

We find that many problems can be sorted out quickly and easily at the time they arise. This is often just a matter of talking things through with the person involved: this approach might be the best one to try first. Where you're not able to resolve your complaint in this way and wish to make a formal complaint, here is what you need to do.

Write to us about your concerns as soon as possible after the event—while things are fresh in everyone's mind. If you can't make your complaint immediately, you will need to do so within twelve months of the incident or within twelve months of your discovery of the incident.

If you are a patient registered with us, you can complain about your own care. However, you are not able to complain about someone else's care or their treatment without their written authority (see "Complaining on Behalf of Someone Else", opposite page).

Your written complaint should be addressed to one of the following:

The Primary Care Manager  
Riverside Surgery  
Bovey Tracey  
Newton Abbot TQ13 9QP

The Primary Care Manager  
Tower House Surgery  
Chudleigh  
Newton Abbot TQ13 0HL

## What Happens Next

We always aim to settle complaints as soon as we can. We will acknowledge receipt of your complaint within three working days and aim to look into the matter within ten working days.

If we need to take more than ten working days to investigate your complaint, we will let you know and keep you informed as our investigation progresses.

When we look into your complaint, we will attempt to find out what happened and why, and see what we can learn for the future. You may be invited to a meeting with the person or persons concerned so that we can try to resolve the issue. You don't have to attend such a meeting if you don't want to but it's often very useful to have a face-to-face discussion. You will be welcome to bring a friend along to the meeting if you think you would find it helpful

When we've completed our investigation, we will write to you giving full details of our response to your complaint. We will explain how to take the matter further if you are not satisfied with our response.

## Complaining on Behalf of Someone Else

We are required to keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and you are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with some aspect of their treatment or their involvement with the practice and that they will permit us to deal with you acting on their behalf. Please ask at Reception for a **Complaints Third Party Consent Form** and follow the instructions on the form.

If a patient is incapable of providing consent, perhaps because of illness or an accident, it may still be possible to deal with the complaint, but you will need to provide us with precise details of the reasons which prevent the patient from dealing directly with us.

Unless the circumstances in the previous paragraph apply, please note that we cannot discuss any issue relating to someone else without their express written permission.

**If you would like to have a copy of this leaflet in a different format to make it easier to read, please contact the Practice.**

## External Bodies Dealing with Complaints

If you wish to direct your complaint to an external body rather than our practice, here are the details you need.

### NHS England

#### The Complaints Manager

##### NHS England

Post Office Box 16738  
Redditch B97 9PT

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

### Healthwatch Devon

#### Healthwatch Devon

Basepoint  
Yeoford Way  
Marsh Barton Industrial Estate  
Exeter EX2 8LP

Email: [info@healthwatchdevon.co.uk](mailto:info@healthwatchdevon.co.uk)  
Telephone: 0800 520 0640

### Independent Complaints Advisory Service (ICAS)

This body is based in Bristol and provides an impartial and independent service for people who wish to pursue a complaint. You can phone ICAS on 0845 120 3782.

### The Parliamentary and Health Service Ombudsman

If you are dissatisfied with the outcome of your complaint, you have the right to approach

#### The Parliamentary and Health Service Ombudsman

Millbank Tower  
Millbank  
London SW1P 4QP

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Telephone: 0345 015 4033

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If you wish to make formal complaints relating to other service providers, need informal advice or would like to raise concerns or comments, write to the following body (you won't need to put a stamp on your envelope):

### Patient Advice and Complaints Team

#### Patient Advice and Complaints Team

FREEPOST EX184  
County Hall  
Topsham Road  
Exeter EX2 4QL

Email: [pals.devon@nhs.net](mailto:pals.devon@nhs.net)  
Telephone: 0300 123 1672