**Complaints**

Fairfield Surgery is always looking for ways to improve the services it offers. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don’t meet your expectations plus any ideas and suggestions you may have. You can use the Friends and Family feedback forms in the waiting room to do this, or the form attached to this leaflet. Only by listening to you can the practice continue to build and improve upon the service it offers.

**If You Have a Complaint**

If you have complaint about the service you have received from any member of staff working in this practice please let us know. The practice operates a Complaints procedure as part of the NHS system for dealing with complaints. Our complaint system meets national criteria.

**Note:** If you make a complaint it is practice policy to ensure that you are not discriminated against, or subjected to negative effect on your care, treatment or support.

**How to Complain**

In the first instance, and if you feel able, please raise concerns about our service with the staff member involved. Where an issue cannot be resolved, please contact the Practice Manager on 01435 882306, who will try to resolve the issue and offer further advice on the complaints procedure. If your problem cannot be resolved at this stage you may wish to make a formal complaint. If so please let us know as soon as possible. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have the details of your complaint within the following time scales.

* Within 12 months of the incident that caused the problem

**OR**

* Within 12 months from when the issue came to your notice.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

When the practice looks into your complaint it aims to:

1. Ascertain the full circumstances of the complaint.

2. Make arrangements for you to discuss the problem with those concerned, if you would like.

3. Identify what the Practice can do to make sure the problem does not happen again.

**Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you are making a complaint on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

Where the 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 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.

**Complaining to other Authorities**

**Advocacy Service for NHS Complaints**

This is a national service that supports people who want to make a complaint about their NHS care or treatment.

Your local service can be found on: www.pohwer.net/our-services/nhs-complaints-advocacy Telephone - 0300 456 2370

**Ombudsman**

If you have not received a satisfactory response from this practice, you can refer your complain to the Parliamentary and Health Service Ombudsman who investigates complaints from the NHS in England

The contact details are: The Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP

**Tel:** 0345 0154033

**Website:** www.ombudsman.org.uk