

**DRS PROBERT & PORTER  
CULVERHAY SURGERY  
WOTTON-UNDER-EDGE, GLOS  
GL12 7LS  
Tel: 01453 843893  
[www.culverhaysurgery.com](http://www.culverhaysurgery.com)**

## **PRACTICE COMPLAINTS PROCEDURE**

### **INFORMATION FOR PATIENTS**

The partners and staff at Culverhay Surgery make every effort to provide a high standard of health care at all times. However, there may be an occasion when you wish to express dissatisfaction about the service you have received. If this is the case we would wish for the matter to be settled as quickly, and as amicably, as possible.

If you have a complaint or concern please let us know. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. This leaflet explains the procedure which we hope you will use in order to give us the opportunity to look in to and, if necessary,

correct a problem or mistake that may have arisen.

### **Who Can Make a Complaint?**

A complaint can be made by a patient or person affected, or likely to be affected, by the action or decision of the practice. A complaint can also be made by someone acting on behalf of the patient or person with their written consent.

### **Time Limits for Making a Complaint**

Complainants have 12 months from the occurrence giving rise to the complaint, or from the time they become aware of the matter. The practice manager retains the discretion to investigate complaints brought later than this if there is good reasons for the delay, and it is still possible to carry out an investigation.

### **How to complain**

If you are unhappy with our services please complain to the practice directly by contacting the Practice Manager. Often the problem can be resolved straight away, but sometimes it may require a fuller investigation. In all cases the practice will follow the NHS complaints procedure as detailed below, unless the complaint is an oral complaint that has been resolved to

the complainant's satisfaction the same day.

Alternatively, if you feel you cannot complain directly to the practice, you can complain to NHS England:

**NHS England**  
PO Box 16738  
Redditch  
B97 9PT

Telephone: **0300 311 22 33**

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
(please state: '**For the attention of the complaints team**' in the subject line)

### **NHS Procedure**

We will acknowledge your verbal or written complaint within three working days.

We will ask you what you would like to happen as a result of your complaint, for example, an explanation, an apology or a new appointment. We try wherever possible to speak to you directly about your concerns, and we may offer you the opportunity to meet face-to-face to discuss your concerns.

We will then agree a plan of action as to how the complaint will be handled, and agree reasonable timescales for investigating and concluding the complaint.

If it proves difficult to investigate your complaint and feedback within agreed timescales you will be provided with an explanation for the delay and you will be kept fully informed of progress.

A full investigation will be carried out by talking to staff involved to find out what has happened. You will be provided with a clear explanation in response to the concerns you raise, and any appropriate action taken by the practice to ensure the same problem does not happen again.

You will receive an apology where appropriate.

You will also be invited to meet or make contact again should you have any further questions or concerns.

If you are still dissatisfied with the outcome you can approach the Health Service Ombudsman. You can find details on how to do this on their website:

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **Further Help and Support**

The **Patient Advice and Liaison Service (PALS)** is based at Gloucestershire CCG Headquarters, and provides a confidential advice and support service, helping you to sort out any concerns you may have about the care that we provide, guiding you through the different services available from the NHS. The contact details are:

PALS  
Gloucestershire CCG  
Sanger House  
5220 Valiant Court  
Gloucester Business Park  
Brockworth  
Gloucestershire  
GL3 4FE

Telephone Freephone 0800 0151 548  
or land-line 01452 566698

Email: [glccg.pals@nhs.net](mailto:glccg.pals@nhs.net)

**Healthwatch Gloucestershire** provides a signposting service to the Independent Health Complaints Advocacy Service (IHCAS). This service supports people who wish to make a complaint about the

service they have received from NHS providers.

[www.healthwatchgloucestershire.co.uk](http://www.healthwatchgloucestershire.co.uk)

Tel: 0800 652 5193 | 01452 504989

Email:

[info@healthwatchgloucestershire.co.uk](mailto:info@healthwatchgloucestershire.co.uk)