

## If You Are Dissatisfied with the Outcome

If you're not happy with how we've dealt with your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. Their service is free for everyone. To take a complaint to the Ombudsman, visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or call 0345 015 4033.

You may also approach Wiltshire CCG PALS for help and advice.

The Patient Advice and Liaison Service (PALS) can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services that are available from the NHS.

Contact details for Wiltshire CCG PALS:

PALS and Complaints Manager, NHS Wiltshire Clinical Commissioning Group, Southgate House, Pans Lane, Devizes, Wiltshire, SN10 5EQ

**0300 123 103** [wccg.complaintsandpals@nhs.net](mailto:wccg.complaintsandpals@nhs.net)

If you wish NHS England to investigate your complaint on your behalf, you will need to contact them directly via [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

Please ensure you state 'For the attention of the complaints manager' in the subject line. Alternatively you can contact them at:

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

**NHS England Telephone: 0300 311 22 33**

## Complaints Procedure A Guide for Patients

*Please also see separate complaint form available from Reception*

Tinkers Lane Surgery  
Royal Wootton Bassett  
Wiltshire  
SN4 7AT



## Making a Complaint

Most problems can be sorted out quickly and easily either with the person concerned or with the Practice Manager 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 via email or in hard copy as soon as possible after the event and ideally within a few days, 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 that you have a problem

State your case clearly giving as much detail as you can:

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 'Complaining on Behalf of Someone Else' in this leaflet.

### **Send your written complaint to:**

**Mr R Noel, Tinkers Lane Surgery, Tinkers Lane, Royal Wootton Bassett, Wiltshire SN4 7AT or [rob.noel@nhs.net](mailto:rob.noel@nhs.net)**

However, if you feel too uncomfortable to complain to the practice manager directly then you can make a complaint to Wiltshire CCG instead. Details are on the back of this leaflet.

## How We Handle Your Complaint

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

When the investigations are complete your complaint will be determined and a final response sent to you.

If your complaint involves more than one organisation (e.g. social services) we will liaise with them so that if possible you can receive one coordinated reply. We may need your consent to do this.

NHS England is responsible for purchasing primary care services such as GPs, dentists, pharmacists, optical services and some specialised services. If you feel it is more appropriate you may wish to raise your complaint with NHS England, contact details for whom are overleaf.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical 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 and that we can deal with someone else about it. Please ask at Reception if this is the case or speak to the Practice Manager if this is not possible.