



**The Alresford Surgery**

Station Road

ALRESFORD

Hampshire

SO24 9JL

Telephone: 01962 732345

## **THE ALRESFORD SURGERY**

### **Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

#### **How to complain**

We hope that most problems can be sorted out easily and quickly, often at the same time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

Complaints should be in writing and addressed to Mrs Sue Lees, Operations Manager, or any of the doctors. Alternatively, you may ask for an appointment with Mrs Lees in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaints. In any event this should be:

- Within 12 months of the incident
- Or within 12 months of you becoming aware of the matter

#### **What we shall do**

We shall acknowledge your complaint within three working days and in doing so will agree some desired outcome aims and a timeframe for a full written response. When we look into your complaint, we shall aim to:

- Find out what happened and identify anything that went wrong
- Offer you the opportunity to discuss the problem with those concerned
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.
- Complaints are reviewed by the Partners on a regular basis

#### **Complaining on behalf of someone else**

Please note that we are bound to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note of consent signed by the person concerned will be required.

You may also make your complaint directly to the local Integrated Care Board. The Primary Care Complaints Team contact details are:

South East Complaints Hub  
NHS Frimley ICB  
Aldershot Centre for Health  
Hospital Hill  
Aldershot  
Hampshire  
GU11 1AY

Telephone: 0300 561 0290

Email: [Frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)

### **If we are unable to resolve your complaint**

If we are unable to resolve your complaint you may take it to the next level and refer to the Parliamentary and Health Service Ombudsman:

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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

You may also find it helpful to contact the complaints advocacy service who can be contacted on:

**01962 440262** for Health Complaints Advocacy in Hampshire

## ***Suggestions***

We welcome patient comments and suggestions. In order that these can be documented and followed through if necessary we ask that they are given in writing addressed to our Operations Manager.

Sue Lees, Operations Manager

Email: [suelees@nhs.net](mailto:suelees@nhs.net)