

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Chells Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of somebody else, the Practice needs to know that you have permission to do so. A letter signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The Practice Management Team hope that if you have a problem you will use the Practice Complaints Procedure.

However, if you feel you cannot raise your complaint with us, you can contact either of the following bodies:-

HCAS – POhWER ICAS
[Tel:- 0845 456 1082](tel:08454561082)

Or

PALS Office at NHS England
[Tel:- 0300 311 22 33](tel:03003112233)

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice, then you can contact the Care Quality Commission on 03000 616161. Alternatively you can visit the following website:-
<http://www.cqc.org.uk>

PALS, HCAS & OMBUDSMAN

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS Complaints Procedure and may be able to help you resolve your complaint informally. Your PALS contact is NHS England, PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

HEALTH COMPLAINTS AND ADVOCACY SERVICE (HCAS)

If you need help with making your complaint the Health Complaints Advocacy Service (HCAS) can provide free, impartial and independent information, advocacy and support to members of the public, wishing to make a formal complaint about the National Health Service. The HCAS provider for Hertfordshire and Bedfordshire is POhWER, PO Box 14043, Birmingham, B6 9BL
[Tel:- 01582 447 109](tel:01582447109) or [0300 456 2370](tel:03004562370)
Email:- pohwer@pohwer.net
Web: <http://www.pohwer.net>

OMBUDSMAN

If you are not happy with the response from this Practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The Ombudsman is completely independent of the NHS and Government. You can contact the ombudsman at:- 11th Floor, Millbank Tower, Millbank, London, SW1P 4QP
[Tel:- 0345 015 4033](tel:03450154033) (local rate)
Email:- phso.enquiries@ombudsman.org.uk
Web:- <http://www.ombudsman.org.uk>

Chells Surgery

265 CHELLS WAY
STEVENAGE
HERTS
SG2 0HN

TELEPHONE: 01438 313001
EMERGENCIES/GENERAL
ENQUIRIES/TEST RESULTS

APPTS: 01438 727273
FAX: 01438 362322

WEBSITE: www.chellssurgery.co.uk



COMPLAINTS AND COMMENTS LEAFLET

Dr A Osindero	(Male) Senior Partner MB BS MRCP DRCOG
Dr J Evans	(Male) MB BS DCH DRCOG
Dr R Hall	(Male) MB ChB DRCOG DCH DFFP MRCP MBA
Dr S Irvine	(Female) MB ChB MRCP DRCOG
Dr S Coxall	(Female) MB ChB
Dr I Knight	(Male) MB BS MRCP BSc
Dr D Fernando	(Female) MB BS MRCP DFRH
Dr S Low	(Female) MBBS BSc MRCP

LET THE PRACTICE KNOW YOUR VIEWS

Chells Surgery is always looking for ways to improve the services it offers to patients. 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. Only by listening to you can the Practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

- Could you easily get through on the telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 30 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

PRACTICE COMPLAINTS PROCEDURE

If you have a 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 complaints system meets national criteria. If you make a complaint, it is Practice policy to ensure you are not discriminated against or subjected to any negative effect on your care, treatment or support

HOW TO COMPLAIN

Complaints can be made orally or in writing. If you make an oral complaint we may request that you put your concerns in writing if there are a number of different issues.

If you wish to make a written complaint please address it to the Practice Manager, Michelle Myers.

WHAT WE WILL DO

We will provide an acknowledgement to your complaint within 3 working days.

When we look into your complaint we aim to:-

- Find out what happened
- Make it possible for you to discuss the problem with us
- Make sure you receive an apology where it is appropriate
- Identify what we can do to make sure the problem does not happen again

Our Practice Manager or a Partner will then be in a position to offer you an explanation and written response. This may include meeting with you to resolve the problem

Please let us have details of your complaint within the following timescales:-

- Within 12 months of the incident that caused the problem

OR

- Within 12 months from when the complaint comes to your notice.

The Practice will acknowledge your complaint within three working days.

COMPLAINTS AND COMMENTS FORM

Name	
Address	
Telephone	
Date of Complaint/ Comment	
Signed	

Please place your form in the comments box in the foyer