

Ardingly Court Surgery

Practice complaints procedure

If you have a complaint or concern about the service that 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.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the 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 as this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident.

Complaints should be addressed to Kathryn Wines, Practice Manager, or any of the doctors.

Alternatively, you may ask for an appointment with Kathryn Wines 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 complaint.

What we shall do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where this is appropriate.
- identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to the Primary Care Trust

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

Alternatively you may wish to contact NHS Brighton and Hove, the organisation which oversees healthcare provision for the City. You can contact by freephone on 0800 013 0251, textphone 07826 918849 or email brightonandhovepals@nhs.net.

You may also like to contact the community health council for help. Their address and telephone number are as follows: Brighton, Hove and Lewes Community Health Council, 22 Connaught Road, Hove, BN3 3WB, Telephone 01273 771186.

Ardingly Court Surgery Complaint form

Please complete this form and return it to Mrs Kathryn Wines, Practice Manager, at Ardingly Court Surgery.

Your Name	
Your Address	
Date of incident causing the complaint	
Please tell us about your complaint	
Signature	
Today's date	