

## Where to send complaints

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### **Direct to the Practice:**

Please leave a written complaint at reception, or post to:

The Operations Manager  
Swan Medical Group,  
Liphook Village Surgery,  
The Square, Liphook,  
Hampshire. GU30 7AQ

### **Email NHS England at:**

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **If you would like independent advice for complaints & arbitration**

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You can approach **HealthWatch** who are the Independent National Champion for people who use health and social care services.

Find your local branch at:

<http://www.healthwatch.co.uk>

The Patient Advice and Liaison Service (**PALS**) can assist with arbitration and advice at any stage of the process.

Find your local branch by:

Calling **NHS 111** or visiting

[www.nhs.net/service-search/](http://www.nhs.net/service-search/)

## If you are dissatisfied with the outcome

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You have the right to approach the Health Service Ombudsman

Their contact details are:

### **The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**Millbank**

**London SW1P 4QP**

**Telephone: 0345 015 4033**

[www.ombudsman.org.uk/  
about-us/contact-us](http://www.ombudsman.org.uk/about-us/contact-us)

### Our complaints are managed by

The Operations Manager

**Charlotte Bond**

and

The Practice Business Manager

**Emily Spalding (Based in**

**Petersfield, Swan Surgery)**

**A separate Complaints Form is available at reception and via our website at**

[www.swanmedicalgroup.co.uk/  
wearelistening](http://www.swanmedicalgroup.co.uk/wearelistening)

# Complaints Procedure

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*We constantly try to improve the service we offer.*

*Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.*



Liphook Village Surgery,  
The Square,  
Liphook, Hampshire. GU30 7AQ.  
Telephone: 01428 728270  
Facsimile: 01428 728271  
[www.liphookvillagesurgery.co.uk](http://www.liphookvillagesurgery.co.uk)

## Making a complaint

Most problems can be resolved quickly and easily and our Operations Managers are available to listen. Ask for them at reception and we can deal with your concerns straight away.

You may wish to make a formal complaint in which case you can complain directly to the Practice or to the commissioner of Services for NHS England. They will ask for your consent to share your complaint with the Practice. Their policy is to pass the complaint back to us for resolution, but in some circumstances they may choose to investigate complaints themselves.

Complaints should be submitted

- within 12 months of the incident
- or within 12 months of you becoming aware of the matter

Please send a **written complaint**, accompanied by a **complaint form** available from reception, as soon as possible after the event, ideally within a few days, giving as much detail as you can. This helps us to establish what happened more easily. We can transcribe a **verbal complaint** should you have difficulty in preparing a written complaint.

Our **contact details** are on the reverse.

## What happens next?

We strive to resolve complaints as soon as possible and will **acknowledge receipt within three working days** in writing, at which point we shall invite you to discuss the complaint further and decide on:

- The Handling of the complaint
- Timescales for responding
- Expectations and desired outcome, if unclear

If the case passes the timescale agreed without resolution we shall update you every 10 working days by the format agreed for handling the complaint.

When the investigations are complete, a final response will be sent to you.

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

The final response letter will include details of the result of your complaint and any learning which resulted.

You have the right to escalate the matter further if you remain dissatisfied with the response. The **Ombudsman's details** are on the reverse.

## Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require:

written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

- Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.
- Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.
- We may still need to correspond directly with the patient, or may be able to deal directly with the third party. This depends on the wording of the authority provided.

Please complete the **third party section** of the **complaint form**, available from reception and our website.