

This is a short guide to advise you how to make a complaint about us and to let you know how we will deal with your complaint about GP Services

If you wish to make a complete about a hospital, ambulance service, community service or a commissioning decision, you can either contact the service directly or raise a complaint with our Clinical Commissioning Group:

SEHCCG.Complaints@nhs.net

More details can be found on our CCG website:

www.southeasternhampshireccg.nhs.uk



**How do I make
a complaint?**

**A guide to making a
complaint**

Whilst we always try to provide an efficient, clinically robust and patient-friendly service to you, we know that sometimes we get it wrong.

If you feel we have not handled your clinical care well, or have done something you don't agree with or understand, then please let us know so that we can try to rectify what is troubling you, perhaps look at ways we can improve things or to allow us to avoid making the same mistakes again.

We welcome discussions about what we have not done to your satisfaction as it allows us an opportunity to learn and improve.

So, if you are unhappy, the following are steps you can take:

1. Firstly write to us at:

**Liphook Village Surgery
The Square
Liphook GU30 7AQ**

We will confirm in writing that we've received your complaint and will always conduct a full investigation. You may want have a telephone conversation to clarify the situation, and we will if you want arrange a face to face meeting with one of the Partners and the Operations Manager to resolve the matter. If there are reasons why you would rather not speak to a particular Partner, you should make this clear.

We will then confirm by letter the outcome of our investigations and ask if you feel this matter has been dealt with to your satisfaction.

2. If you still feel this matter has not been fully resolved, or the matter is of a serious enough nature, you should contact:

**Complaints Team
NHS England**

**Phone: 0300 311 2233
Email :
england.contactus@nhs.net**

3. Should you still feel the matter needs to be considered further, you may wish to contact the Health Service Ombudsman:

**Health Service Ombudsman
Phone: 0345 015 4033
www.ombudsman.org.uk**

Alternatively if you require help or advice about how to deal with your complaint the Independent Health Complaints Advocacy Service (IHCAS) can help, including with:

- **Advice, information and guidance to help you decide which option to take**
- **Making the complaint yourself**
- **Making decisions about how to proceed once responses have been received**

• **Telephone 02380 776657
Fax 02380 770629
<http://hampshireadvocacy.org.uk/>
Email:
info@hampshireadvocacy.org.uk**