

**Rowan Tree Practice**

**Weybridge Health Centre**

Church Street

Weybridge Surrey KT13 8DW

Telephone 01932 505230

 Web www.rowantreereception.org.uk

**MAKING YOUR EXPERIENCES COUNT**

**Please take a copy if you wish, also available from receptionist**

The doctors and staff at this Practice are committed to providing high quality health care and services to patients. This patient information leaflet explains how you can comment, compliment or complain about the service you have received.

If you wish to comment or compliment our services please write to the Practice Manager at the above address, add your comment at the foot of this document and hand to a receptionist.

**If you have a complaint**

It is best to tell a member of staff about any concerns or problems as soon as they arise and they will try to sort them out. If your problem cannot be sorted out in this way, and you wish to make a complaint, please let us have the details. The sooner we look into the matter the easier it will be to establish what happened. Complaints should be made in writing so, if you make a complaint verbally, we may ask you to write to summarise your complaint to ensure we have understood it. There is a limit of a maximum of 12 months for making a complaint. In exceptional circumstances, it may be possible to investigate the issue outside this time if there are good reasons why the matter could not be raised earlier and if it is still possible to investigate it.

If your complaint cannot be resolved verbally you should write to Jill Tallick, the practice manager, who is responsible for handling complaints, or to Dr K Jakubowski, the senior partner.

We will acknowledge your complaint within two working days of receipt and advise you of how we propose to deal with your concerns including timescales; we normally are able to respond fully within 20 working days. Most cases can be settled to everyone’s satisfaction, but if you need to take matters further you should contact:

NHS England

PO Box 16738

Redditch

B97 9PT

Tel:0300 311 2233

England.contactus@nhs.net

We will look into your complaint to:-

1. Find out what happened and whether something went wrong
2. Apologise where this is appropriate
3. Identify what we can do to make sure the problem does not happen again

**Where you can get assistance**

If you would like independent advice or support about your complaint, the following organisations may be able to help:-

* Independent Complaints Advocacy Service (ICAS) - telephone 01256 463758
* Walton, Weybridge & Hersham Citizens Advice Bureau (CAB)

The Old School House 72 High St. Walton on Thames, Surrey KT12 1BU

 Telephone 01932 248660 (fax 01932 221680) or visit

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk/)

* Action against Medical Accidents (AVMA) telephone 0845 1232352 or visit www.avma.org.uk
* Patient Advice and Liaison Services (PALS) telephone 01932 722405
* Surrey County Councilfor social care enquiries - telephone 0345 009009

**Who can complain?**

Anyone who is receiving a service, or has received a service, can complain. You can complain for your self or for someone else. We may need to disclose information from the patient’s medical records. If you complain for a friend or relative you must have their written consent to represent them unless they are incapable of providing this. If the patient has died or lacks capacity we will need proof that you are an appropriate person as determined by law.

**What to do next if you are still unhappy:**

If you are not satisfied with the way we have dealt with your complaint, you can make a request for an independent review by contacting the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP, telephone enquiries 0345 015 4033 (fax 0300 061 4000).

Email: phso.enquiries@ombudsman.org.uk or [www.ombudsman.org.uk](http://www.ombudsman.org.uk/)

**Please remember**

* We want you to let us know if you are unhappy or have a suggestion about how we can do things better
* All complaints are treated in the strictest confidence
* Making a complaint will not affect your treatment or care

**PATIENT COMMENTS/SUGGESTIONS:**

Please record below and hand to receptionist when complete