

## How to complain

We hope that we can sort out most problems quickly and easily, often informally at the time they occur and with the person concerned.

If you wish to complain formally, please do so as soon as possible after the event. Please give as much detail as you can, including the names of any staff involved.

You can make your complaint in any of the following ways. The way you contact us will not affect our response to you.

### **Letter**

To the Practice Manager, Chew Medical Practice, Chew Lane, Chew Stoke BS40 8UE

### **Email**

[BSWICB.receptionchew@nhs.net](mailto:BSWICB.receptionchew@nhs.net)

### **Phone**

01275 332420 – select options for Administration, then Practice Manager

### **Online**

Fill in the comment and suggestion form, from the contact details page on our website [www.chewmedicalpractice.co.uk](http://www.chewmedicalpractice.co.uk)

### ***In person***

It may be possible to speak to the Practice Manager without an appointment, but this can never be guaranteed.

### ***Complaint form***

Please ask at Reception for a complaint form, or download one from our website.

### **Complaining on behalf of someone else**

If you are complaining on behalf of another person, you must have their permission to do so, to protect their medical confidentiality. This must either be a signed note of consent, or a legal authority such as power of attorney.

A parent or guardian may complain on behalf of a child under 12 provided the child is not capable of making the complaint for themselves or has given their consent in writing.

Ask at Reception for a consent form, or download it from our website under Comments and Complaints.

## Our response to you

You will receive an acknowledgement from us within 3 working days of your complaint being received at the practice, either by phone or in writing.

We aim to respond fully to all complaints as quickly as possible but there is no set timeframe for responding. This will depend on the nature of your complaint. We will keep you informed if the response is delayed for any reason and tell you when you can expect a response. We will also make sure you know how to access independent support, if you need it.

During the investigation of the complaint, we will make sure that we understand the circumstances of the incident; we will discuss the problem with other people who were involved; we will learn from the incident and take steps to prevent any problem from arising again.

You will receive a final letter setting out the result of our investigation. This will tell you what we intend to improve as a result. It will also include details of how to take your complaint further if you are not satisfied with our response.

## Advice and support from NHS

If you are not sure how to complain, you can contact the Patient Advice and Liaison Service (PALS). They offer practical help and can put you in touch with the Independent Complaints Advocacy Service

Patient Advice & Liaison Service  
NHS Bath & North East Somerset Clinical  
Commissioning Group  
1<sup>st</sup> Floor, Kempthorne House  
St Martins Hospital  
Clara Cross Lane  
Bath BA2 5RP  
Freephone: 0300 561 0250  
Email: [scwcsu.palscomplaints@nhs.net](mailto:scwcsu.palscomplaints@nhs.net)

Chew Medical Practice is funded to provide GP services by NHS England. If you wish to complain to them about the service you have received here, you should address your complaint to:

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Freephone: 0300 311 22 33  
Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

The practice is registered with CQC and is committed to deliver against their Essential Standards of Quality & Safety.

If you wish to complain about the standard of care received from the practice contact:  
Tel: 03000 616161  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
[www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)

## Taking it further

If you have raised your concerns with us and you remain dissatisfied, you may refer the matter to the Parliamentary and Health Service Ombudsman. This is an independent organisation who will consider your complaint and will take it up for you if they believe it to be justified.

Their contact details are:  
Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP  
Tel. 0345 015 4033

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



# How to Make a Complaint

September 2024

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know.

*Our practice complaints procedure as set out here follows national NHS complaints regulations.*

[www.chewmedicalpractice.co.uk](http://www.chewmedicalpractice.co.uk)

*Please ask if you would like this leaflet in another format or language.*