

## If you are Dissatisfied with the Outcome

**You have the right to approach Health Service Ombudsman. The contact details are:**

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 0154033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**You may also approach:**

**PALS for help or advice with our Urgent Care Walk In Services**

The Patient Advice and Liaison Service (PALS) is based at Somerset CCG. It provides confidential advice and support, about the different services available from the NHS.

Somerset Clinical Commissioning Group  
Freepost RRKL-XKSC-ACSG  
Yeovil  
Somerset  
BA22 8HR

Tel: 08000 851067

**The Independent Health Advocacy service**

Swan Advocacy  
Somerset Office  
Hi-point, Thomas Street,  
Taunton, TA2 6HB

Tel: 03333 44 7928

Email: [Somerset@swanadvocacy.org.uk](mailto:Somerset@swanadvocacy.org.uk)

Website: [www.somerset-ias.org.uk](http://www.somerset-ias.org.uk)

**Or to make a complaint regarding the normal GP services provided by (insert practice name) please contact:**

**NHS England**

**Telephone:** 0300 311 22 33

**Email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Post:** NHS England, PO Box 16738, Redditch, B97 9PT

**Website:** [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us)

**The Highbridge Medical Centre  
Complaints Manager is:**

**The Practice Manager**

**Highbridge Medical Centre  
Pepperall Road  
Highbridge  
Somerset  
TA9 3YA  
01278 783220  
[www.highbridgemc.co.uk](http://www.highbridgemc.co.uk)**

## Complaints Procedure

**Also see separate  
Complaints Form  
available at Reception**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident, or
- Within 12 months of you becoming aware of the matter causing the complaint, giving as much detail as you can.

You can complain about your own care but you are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### **Please send your written complaint to:**

The Practice Manager  
(insert practice name)

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response 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. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

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

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Complaints can be made on behalf of a child. However the grounds for the complaint must be reasonable and in the best interests of the child.

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 which 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 we may be able to deal direct with the third party. This depends on the wording of the authority provided.