

Alternative agencies you can contact

Patient Advice and Liaison Service

You may also approach PALS for help or advice; The Patient Advice and Liaison Service (PALS) provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide. They guide you through the different services available from the NHS.

Patient Advice and Liaison Service (PALS)
Complaints team at
plh-tr.PALS@nhs.net
01752 439884 or 01752 432564

NHS England

Alternatively, if you are not happy with how NHS England has dealt with your complaint, and you would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

Contact NHS England at
england.contactus@nhs.net or
0300 311 2233
Website: www.england.nhs.uk

Alternative agencies you can contact

The Parliamentary and Health Service Ombudsman

The PHSO would normally expect any request to be lodged within 12 months, however you are encouraged to make the approach as soon as possible after the completion of local resolution.

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
0345 015 4033
www.ombudsman.org.uk/make-a-complaint

Healthwatch Plymouth

The independent consumer champion for people using local health and social care services in Plymouth.

Healthwatch Plymouth
Jan Cutting Healthy Living Centre
Scott Business Park
Beacon Park Road
Plymouth PL2 2PQ
info@healthwatchplymouth.co.uk
0800 520 0640
www.healthwatchplymouth.co.uk

Peverell Park Surgery

Complaints Procedure

Complaints Manager:
Mrs Teresa Nation
Managing Partner

Making a complaint about primary care services

Patients who wish to make a complaint about primary care services in Devon should contact the local integrated care board (ICB), NHS Devon, for advice and signposting. NHS Devon will support patients and their representatives with any concerns or complaints regarding primary care services in Devon, however, unless directly concerning the commissioning of the service will recommend any complaints are handled with the provider directly.

Tel: 0300 123 1672
Email: d-icb.patientexperience@nhs.net
Post: Patient Advice and Complaints team,
Pomona House, Edginswell Business Park,
Oak View Close Torquay TQ2 7FF

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 discovering that you have a problem.

State your case clearly giving as much detail as you can. If you are a registered patient, you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We can 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 these covers all the necessary aspects.

Send your written complaint to:

Mrs Teresa Nation, Managing Partner
Peeverell Park Surgery

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 investigated 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 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.

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 may be able to deal directly with the third party, and this depends on the wording of the authority provided.