

As a surgery we aim to treat you with courtesy, politeness and to act in a professional manner.

As a patient, we expect the same courtesy and politeness to the practice team as you would expect to receive yourself.

All members of the surgery team endeavour to offer the highest quality of care within the available resources. We always try and accommodate your requests, but this may not always be possible and requests should always be reasonable. The practice staff aim to help at all times.

The surgery will not tolerate bad language, offensive remarks or threatening behaviour. The practice reserves the right to remove patients from the list if this type of behaviour is encountered.

Please help us to help you

2018

Holbrook Surgery

Information leaflet for Complaints

Holbrook Surgery
Bartholomew Way
Horsham
W Sussex
RH12 5JL

01403 339818

The Procedure

This practice operates an in-house procedure for the investigation of complaints.

If you have a complaint or concern about the service you have received from the doctors or staff working for this practice you are entitled to ask for an explanation.

This procedure does not deal with matters of legal liability or compensation.

Most problems can be sorted out quickly and easily if raised at the time with the person concerned. Where you are unable to resolve matters in this way, you may decide to make a formal complaint in writing. Write to the practice manager as soon as possible after the event or within 12 months giving as much detail as possible. The practice manager will co-ordinate and investigate the complaint on behalf of the practice with one of the doctors.

We will acknowledge receipt within 3 working days, and aim to report back to you within 10 days, although more time may be required in some cases.

We hope a mutually satisfactory conclusion can be reached after a thorough investigation has been carried out.

Please remember all members of the practice team are here to help, but we do not get it right all the time.

Complaining on behalf of someone else

We have strict rules of medical and personal confidentiality.

If you wish to make a complaint and are not the patient we will need written consent to confirm that they have been unhappy with the service and are happy with the complaint being dealt with by someone else.

This also applies to parents complaining on behalf of young adults, who are deemed to be competent to make their own decisions (over 15 years old).

If the patient is incapable of providing consent the details of their circumstances will need to be explained in writing.

We are unable to discuss any issues relating to someone else without their express permission.

Help will always be given to do this if you feel you need it, do not hesitate to ask.

If you need help with a complaint you can contact Healthwatch who offer an independent advocacy service.

Or

West Sussex Health Watch

Tel: 0300 012 0122

Healthwatchwestsussex.co.uk

Outcome

We hope that we will be able to deal with your complaint to everyone's satisfaction but you have the right to approach the Ombudsman if you remain unhappy with the explanation from us.

The contact details are:-

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel 0345 0154033

Ombudsman.org.uk

You can also contact NHS England

NHS England
PO Box 16738
Reddich
B97 9PT
Tel: 0300 311 2233