

Dr. A Benning, Dr. A Walters & Dr. S Benning

PRACTICE COMPLAINTS PROCEDURE

If you feel that you have any reason to make a complaint against the Practice, please let us know in any of the following ways. We operate a complaints procedure which meets national criteria. We would ask that you contact us in the first instance wherever you feel that this is possible as it should afford you the quickest route to resolving your issues.

VERBALLY

In the first instance, your complaint should be made to MRS. E. FLOREY at West End Road or MRS K. GUTTERIDGE at Pepys Avenue. Details of the complaint will be noted and if the complaint cannot be resolved there and then, **which we hope in most cases will be possible**, then written details will be taken and a thorough investigation will take place. The results of the investigation will be forwarded to you, usually by telephone unless you request otherwise.

If you remain unhappy with this then a more formal written complaint should be made as follows:-

WRITTEN

In the first instance a written complaint should be made to MRS. E FLOREY at either:

Bitterne Surgery
62 West End Road
Bitterne
SOUTHAMPTON
SO18 6TG

Thornhill Surgery
Pepys Avenue
Thornhill
SOUTHAMPTON
SO19 6PJ

clearly stating the nature of the complaint, details of what happened, who it is against, your specific concerns, and lastly what you hope to see happen as a result of your complaint.

An acknowledgement of receipt of the letter will be issued from the Practice within two days of its receipt. A thorough internal investigation will immediately take place and the results of the investigation will be sent to the complainant again (whenever possible) within a week. If more time is needed for the investigation to take place, then the complainant will be kept informed of this. We hope to address all points raised, explain what happened and what, if anything, went wrong, apologise where necessary and identify what we can do to ensure that the problem does not arise again.

If this does not resolve the complaint, then the complainant will be invited to a meeting with the person involved in the complaint. If at this point the complaint has still not been satisfactorily resolved, then the complainant will be invited along to a meeting with the Senior Partner to discuss the unresolved points with him.

If after all of the above action the complaint remains unresolved, the complainant should contact the Ombudsman. Their address is as follows:-

Parliamentary and Health Service
Ombudsman for England
Millbank Tower,
Millbank,
LONDON,
SW1P 4QP

TEL: **0345 015 4033**

We hope that you will feel able to use the practice complaints procedure, but if you feel you cannot, you can approach the Patients Experience department at the following address:

Hampshire and IOW Integrated care board
Patient Experience Service
Oakley Road
Millbrook
Southampton
SO16 4GX
Telephone: 0300 561 2561

Email: hiowicb-his.patientexperience@nhs.net

Or:

See website details below for other options

www.hantsiowhealthandcare.org.uk/contact-us/patient-experience-and-complaints

Please note:

If you are making your complaint on behalf of someone else, we strictly adhere to the rules of medical confidentiality. We will therefore ask for written consent, signed by the person concerned, before any information will be divulged to a third person.