

What you can do next, if you are not happy with our explanation

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you are dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. The Parliamentary and Health Service Ombudsman carry out independent investigations into complaints. You can contact them on: 0345 015 4033, or write to them at: Parliamentary and Health Service Ombudsman, *City Gate, 51 Mosley Street, Manchester, M2 3HQ*.

Further information can be found at www.ombudsman.org.uk

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better



Bramblehaies Surgery
College Road
Cullompton
Devon
EX15 1TZ

Phone: 01884 33536
E-mail: D-ICB.BrambleHaies@nhs.net



Comments, Complaints and Suggestions

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What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We promise to do the following:

- acknowledge your complaint within three working days
- Where the complaint isn't made in writing we will offer to meet you instead to gather the information and agree the likely timescales

When we investigate the complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you have not complained in writing
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a written complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the event(s) concerned or within 12 months of becoming aware that there is something to complain about.

Tracey Worley, our Practice Manager, will be able to deal with any complaint initially. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint in person, over the telephone, or in writing.

If you would rather contact the local Integrated Care Board, NHS Devon to make a complaint, please contact them at:

D-icb.patientexperience@nhs.net

or 0300 123 1672

Post: Patient Advice and Complaints Team, Po-
mana House, Edginswell Business Park, Oak

View Close, Torquay, TQ2 7FF

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note of consent, signed by the person concerned, will be needed - unless they lack the capacity to provide this. We also provide a form for completion.

The following are unable to be made through the NHS complaints procedure:

- Any complaint about which the complainant has stated in writing that he/she intends to take legal action
- Any complaint which has been investigated by the Healthcare Commission.

Emergency circumstances

Please note that in times of emergency circumstances, when the practice is experiencing high emergency demand and/or facing challenges to delivering clinical services, the response times for complaints, which do not relate to clinical safety, may be delayed.