|  | Contact Information: When making a complaint in writing you should send this in to us at the following address;  FAO Practice Manager  **Judges Close Surgery**  **High Street**  **East Grinstead**  **RH19 3AA**  Tel: 01342 317820  You are also entitled to approach NHS England with your concerns;  If you would like independent advice or support about your complaint, the following organisation may be able to help you.  **NHS Complaints**  **Health Watch West Sussex**  T: 0300 012 0122  E:helpdesk@healthwatchwestsuusssex.co.uk  If you are dissatisfied with the outcome you can raise this with the Ombudsman;  **The Parliamentary and Health Service Ombudsman**  Millbank Tower  Millbank  London  SW1P 4QP  T: 0345 0154033  W: www.ombudsman.org.uk |  | Comments and Complaints  A patient information leaflet |
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# Making a complaint

Should you wish to make a formal complaint please tell us, preferably in writing, as soon as possible after the event. 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 cause for complaint, 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 consent.

If you prefer to write your own letter please include as much information about the incident as possible including your name and address.

# Advocacy Service

**POhWER** are a charity that provides information, advocacy and advice services across England, offering direct and local support via Professionals and Volunteers. For more information contact them on 0300 456 2370 or visit their website www.pohwer.net

| Let us know your views Here at Modality Partnership we take great pride in our practices and always look at areas of improvement for our patients.  Your views on the care you receive tell us where change is needed. “Good or Bad we want to hear from you” If you have a complaint about the service you have received from any member of staff working in this practice, please let us know.  We recognise people sometimes worry that making a complaint could be detrimental to the patient’s care so we have processes in place to make sure complaints are dealt with in a confidential and sensitive way that does not discriminate against anyone.  **You can also make a complaint or discuss concerns directly with your local Clinical Commissioning Group (CCG).**  **Please ask at reception for more information.** | *You have the right to make a complaint about the care you have received*  Most concerns can usually be sorted out straight away by the staff that are caring for you. Tell them what is worrying you and they will do their best to help you.  You can inform us in writing of your complaint Complaining on behalf of someone 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 liaise with you on their behalf.  Please ask at reception for a complaints form which contains a suitable authority for the patient to sign to enable the complaint to proceed. | How we deal with your complaint We look to settle complaints as soon as possible.  We will acknowledge receipt within three working days, and aim to have looked into the matter within ten working days. You will either receive a formal letter, 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. This is 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.  Where your complaint involves more than one organisation we will liaise with that organisation so that you receive one coordinated reply.  The final response letter will include details of the result and also your right to escalate the matter further if you remain dissatisfied with the response. |
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