

Making a Complaint

Most issues can be resolved quickly and easily at the time they arise. However, we understand that there are situations whereby your complaint cannot be resolved in this way, and you may wish to make a formal complaint. If this is the case, your complaint should ideally be in writing, giving as much detail as you can. This should be undertaken as soon as possible, as it helps us to establish what happened more easily. In any case, your complaint should be made within 12 months of the incident, or of becoming aware of the matter.

If you wish to complain on behalf of a patient, written consent from the patient involved will be required.

Complaint forms and consent forms are available both online and at our Practice sites. Please ask a Receptionist if you require a form.

You can hand your complaint in at one of the sites, or alternatively post and address it to:

Marie Narang

Salisbury Medical Practice

Fisherton House

Fountain Way

Salisbury

Wiltshire

SP2 7FD



Complaints Procedure

Information and useful contact details

What Happens Next

We will acknowledge your complaint within 3 working days, and provide a date which we aim to respond by.

When investigating a complaint, we try to find out exactly what happened and why, to see if there is something we can learn from this, and to make it possible for you to discuss the issue with those involved if you so wish.

Where your complaint involves more than one organisation (e.g. social services, or the hospital) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. If a situation occurs where your complaint has initially been sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

You may be invited to meet with the person(s) concerned, in an attempt to resolve the issue at a time convenient to you. If this is the approach that you would like to take to begin with, then please do let us know and we would be happy to arrange this for you.

When investigations are complete, your complaint will be closed, and you will receive a final response letter. We aim to close complaints within 4 weeks. However, some complaints can take longer to investigate due to staff absence or complexity.

The final response letter will include details of the outcomes of your complaint, and also will inform you of your right to escalate the matter further if you remain dissatisfied with the response, along with relevant contact details.

Complaining on Behalf of a Patient

If you wish to make a complaint on behalf of someone else, we will require the written consent of the patient to confirm that they agree with the complaint, and are happy for the details to be discussed with you.

Third party consent forms are available both online and at the Practice sites.

In a situation where the patient is incapable of providing consent due to infirmity or mental capacity, it may be possible to deal with the complaint depending on individual circumstances. Please provide the precise details of the situation in your complaint so that we can take this into consideration.

We are unable to discuss any issues relating to someone else without their express permission, which must be in writing, unless the aforementioned circumstances apply.

Please be aware that in some situations we may need to contact the patient directly.

Support and Advice

The Advocacy Service offers a free and confidential advocacy service for patients.

The Advocacy People
PO Box 375
Hastings
East Sussex TN34 9HU

Telephone: 0330 440 9000

Email: info@theadvocacypeople.org.uk

You do have the right to approach the Health Service Ombudsman if you are unhappy with how your complaint was handled, or you feel that the outcome isn't right. However, they will only investigate your complaint once we have investigated and responded fully. The contact details are:

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

Telephone: 0345 0154033

Website: www.ombudsman.org.uk