

IF YOU ARE DISSATISFIED WITH THE OUTCOME

You have the right to approach the Ombudsman. The contact details are: The Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HG. Tel: 0345 015 4033. Website: www.ombudsman.org.uk

You may also approach the following organisations for help or advice:

- [POhWER](#) support centre can be contacted on 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

HEALTHWATCH, run by the Care Forum, is the local champion for patients and the public. They are there to listen to your feedback, and to make sure that local services know what people expect from them. They also want to hear about times when you have experienced excellent care, so that they can make sure that lessons are learned and services improved. If you want to give feedback and make a difference to how your local health and social care services work, then Healthwatch is the place to do it.

Tel: 0117 203 3594

www.healthwatchbristol.co.uk

Priory Surgery
326 Wells Road, Knowle
Bristol BS4 2QJ

Dr Richard Gillings

MBBS BSc MRCP

Dr Sarah Wigmore

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Dr Jillian Drury

MB BCh BAO MRCP MRCP DFFP DCH DRCOG

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Dr Jocelyn Stevens

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Dr Emma Patch

MBChB BSc MRCP MRCP

Dr Heather Cox

MRCP

Dr Harriet Muray

MBChB



PATIENT

INFORMATION

COMPLAINTS

PROCEDURE

www.priorysurgerybristol.co.uk

MAKING A COMPLAINT

Most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. This may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so as soon as possible after the event, as this helps us to establish what happened more easily. In any event, this should be within twelve months of the incident or within twelve months of you discovering that you have a problem.

You can submit your complaint in writing or over the phone. We can provide a separate complaints form on which to register your complaint. Or, you can provide details of your complaint in your own format, providing it covers all the necessary aspects. Complaints can relate to any aspect of your care including data protection matters, which can also be reported to the Information Commissioner's Office.

Please mark your written complaint '**Private and Confidential**' and send it to either bnssg.complaints.priory@nhs.net or: The Complaints Manager, Priory Surgery, 324-326 Wells Road, Knowle, Bristol BS4 2QJ. Or drop it into our Reception team.

WHAT WE DO NEXT

We try to settle complaints as soon as possible. We will acknowledge receipt of your complaint within three working days.

We will aim to investigate and provide you with the findings within 35 working days and will provide regular updates regarding the investigation of your complaint. You will receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue/s. When looking into a complaint we attempt to see what happened and why, and to see if there is something we can learn from the events.

Complaints and phone calls cannot always be escalated to the Practice Manager in the first instance. Our Practice Manager is responsible for overseeing the safe and effective running of the practice as a whole. For this reason, they are not always available to take calls at short notice, particularly where an issue can be resolved more quickly and effectively by another member of the team. All concerns and complaints are first reviewed by our Complaints Lead, who will triage the issue and ensure it is addressed appropriately, escalating to the Practice Manager where necessary

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation, eg Social Services, we will refer your complaint to the Integrated Care Board (BNSSG) who will liaise with all relevant organisations so that you receive one coordinated reply. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with your complaint. The final response letter will include details of the result of your complaint and

also your right to escalate the matter further if you remain dissatisfied with the response.

COMPLAINING ON BEHALF OF SOMEONE ELSE

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 and signed consent of the patient to confirm that they are unhappy with their treatment and that we may discuss the complaint with someone else. A Patient Complaint Third Party Consent Form must be requested and completed to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

If the patient is a child, the complaint may be made by either parent or, in the absence of both parents, the guardian or other adult who has care of the child. Please note that we will require third party consent from children aged 13 or over.

We may still need to correspond directly with the patient, or we may be able to deal direct with the third party; this depends on the wording of the authority provided.