

If you would like a large print of this Information, please ask a member of staff

This leaflet was reviewed in November 2022
Review date: November 2023

Bartlett Group Practice
1 Beech Road - Frimley Green - Camberley - Surrey - GU16 6QQ
Wharf Road - Ash Vale - Aldershot - Hampshire - GU12 5BA

www.bartlettgroupppractice.co.uk

Bartlett Group Practice



Complaints

Patient Information Leaflet

Bartlett Group Practice

Frimley Green Medical Centre
1 Beech Road
Frimley Green
Surrey
GU16 6QQ

Ash Vale Health Centre
Wharf Road
Ash Vale
Aldershot
Hampshire
GU12 5BA

Phone: 01252 835016
or
01252 317551

www.bartlettgroupppractice.co.uk

Making Your Experience Count

Making your experience count
The Doctors and staff at this Practice are committed to providing high quality health and services to our patients. Your comments, compliment or complaint all help us to improve our services. If an error has been made, we believe you should receive an apology. You should be informed about what happened, have your questions answered and understand what is being done as a result. No-one should be discriminated against because they have made a complaint. Staff always value compliments when they have delivered a better service than you expected. As part of the NHS system, we operate a Practice complaints procedure which meets the national criteria

What should I do before I make a complaint?
You should always talk to your doctor, nurse or other health professional about any concerns you may have about the treatment or service you have received.

The Patient Advice and Liaison Service (PALS) may also be able to help you. They provide advice, support and assistance to patients. Please contact PALS if you need advice or information about how to raise a concern or make a complaint.

What will PALS do?
They will listen to what you have to say and will try to resolve any problems quickly and to your satisfaction. If they cannot help you themselves, they will point you in the right direction. They can help you to contact other NHS staff to make sure that you can voice your concerns.

How can I contact PALS?

PALS can be contacted on 0300 613 6530

The PALS managers have an answering service in place when they are away from the office. They will return your call as soon as possible. You can also email fhft.palsfrimleypark@nhs.net

Please remember…..

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better
- All complaints are treated on the strictest confidence
- Making a complaint will not affect your treatment or care

Any comments on this leaflet?

We are always looking to improve the quality of the information we provide and would value feedback on this leaflet. Did you find it easy to understand and informative? Is there anything else it would be helpful to include? Do you like the look and style of it?

Please email us your views to
frimleyicb.bgpfgpatientservicemanager@nhs.net

or write to

Patient Services Manager
Bartlett Group Practice
1 Beech Road
Frimley Green
Camberley
Surrey
GU16 6QQ

Tel : 01252 835016

or

Patient Services Manager
Bartlett Group Practice
Wharf Road
Ash Vale
Aldershot
Hampshire
GU12 5BA

01252 317551

www.bartlettgrouppractice.co.uk

Further information

If you have a complaint about a GP, Dentist, Pharmacy or Optician that can't be resolved locally, you may seek further help and advice from

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33

Email: England.contactus@nhs.net

All local hospitals including mental health and ambulance services have their own PALS and complaints services. They can help you with any problems arising in their services or you can contact NHS England if you prefer.

NHS Choices is a website that provides health information, including details of local services and information on how to make a complaint. See www.nhs.uk

NHS 111 is a confidential telephone and e-health information service available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Tel: 111

The Department of Health website also has information about the NHS complaints procedure:

Independent Complaints Advocacy Service
If you need independent advice or support about your complaint you can contact the Independent Complaints Advocacy Service (ICAS) on 01256 463758.

Citizens Advice Bureau (CAB)
Your local CAB may also be able to help you to make a complaint.

Who can complain?
Anyone who is receiving, or has received NHS treatment or services can complain. You can complain for yourself or for someone else. We may need to disclose information from the patient's medical records, so if you complain for a friend or relative you must have their consent to represent them unless they are incapable of providing this. If the patient has died or lacks capacity we will need proof that you are an appropriate person as determined by law.

When and how should I complain?
It is always best to tell a member of staff about any concerns or problems as soon as they arise and they will try to sort them out. If your problem cannot be sorted out in this way, and you wish to make a complaint, please let us have the details. The sooner we look into the matter the easier it will be to establish what happened.

There is a limit of a maximum of 12 months for making a complaint. In exceptional circumstances, it may be possible to investigate the issue outside this time if there are good reasons why the matter could not be raised earlier and if it is still possible to investigate it.

You could telephone us, write a letter or send an e-mail. Don't forget to include your full name, address and telephone number so we can reply to you. It helps is if you can give us as full details as possible about your complaint.

What does the NHS need to know about my complaint?
Please give as much information as possible about what, where and when it happened.

Please say how you would like your complaint to be resolved e.g.

- over the phone
- at a meeting
- with a written response

and the outcome you hope for.

Who should I complain to?

If you wish to make a complaint please contact:

The Patient Services Manager
Bartlett Group Practice
1 Beech Road
Frimley Green
Camberley
Surrey
GU16 6QQ

The Patient Services Manager
Bartlett Group Practice
Wharf Road
Ash Vale
Aldershot
Hampshire
GU12 5BA

Tel : 01252 835016 or 01252 317551
Email : frimleyicb.bgpfgpatientservicemanager@nhs.net

Although primary care practitioners (GPs, dentists, pharmacists and opticians) have their own practice-based complaints procedures, NHS England are able to advise and assist. See further information for contact details

If you want to make a complaint about a community service (e.g. community nursing, therapy, equipment or a community hospital) please contact:

NHS Frimley Integrated Care Board
King Edward VII Hospital
St Leonards Road
Windsor
SL4 3DP

Tel: 01753 860441

Email frimleyicb.public@nhs.net

The Complaints team will make sure your complaint is acknowledged and responded to. Please make sure you enclose written consent if you are complaining on behalf of someone else.

When will I hear from you?

We will contact you within three working days of receiving your complaint to acknowledge it and invite you to discuss how we can resolve it to your satisfaction. It would therefore be helpful if you could provide a daytime telephone number for us to contact you. We will look into your complaint to:-

- Find out what happened and whether something went wrong
- Invite you to discuss the problem with those involved, if you would like this
- Apologise where this is appropriate
- Identify what we can do to make sure the problem does not happen again

What happens if I am not satisfied with the response?

If you are not satisfied with the response to your complaint, you can ask for a meeting or for us to explain our response or discuss other possible resolution options such as independent conciliation. If, after this you still feel your concerns have not been resolved, you can seek further help from NHS England at the address overleaf. You should do this within a year of raising your complaint.

You can telephone the Ombudsman's office on 0345 015 4033 or write to :
Parliamentary and Health Service Ombudsman
Millbank Tower
21 Millbank
Westminster
London. SW1P 4QP

www.ombudsman.org.uk

