

## What happens next?

We aim to acknowledge your complaint within 5 working days and ideally to have investigated it within 10 working days. We will then be in a position to offer you a written explanation, or a meeting with the people involved.

When we look into your complaint, we aim to:

- Find out what happened
- Make it possible for you to discuss the problem with those concerned
- Make sure you receive an apology where appropriate
- Identify what we can do to make sure the problem doesn't happen again

Your complaint will be discussed with you in detail, either in person or in writing once it has been investigated thoroughly.

## Complaining on behalf of someone else

Please note that we adhere strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we must have his or her permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness), they have previously given their consent or you have Power of Attorney.

## Help us get it right

We constantly try to improve the service that 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. There is a suggestion box in the waiting room or a suggestions area on our website where these can be made anonymously.

# Central Surgery

Barton-upon-Humber

## Complaints Procedure

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think we can improve the service we provide



**Tel:** 01652 636600

**Address:** Central Surgery  
King Street  
Barton-upon-Humber  
North Lincolnshire  
DN18 5ER

## Making a Complaint

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

We hope that most problems can be resolved easily and quickly, usually at the time they arise and with the person concerned. If your problem cannot be resolved quickly and you wish to make a complaint, we would like you to let us know as soon as possible. The sooner we are made aware, the sooner we will be able to look into the issue.

Alternatively, please let us have the details of your complaint:

- Within 6 months of the incident that caused the problem, or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident

The Practice Manager will be happy to deal with any complaint. The procedure will be explained to you and your concerns will be dealt with promptly. Please be aware that during times the Practice Manager is unavailable, complaints are not dealt with by another member of staff.

### **You can make your complaint:**

In person – please ask any member of staff to speak to Ann Barton

In writing – some complaints may be easier to explain in writing – please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager

By email – if you prefer you can email [ann.barton1@nhs.net](mailto:ann.barton1@nhs.net)

## What you can do next

We hope that you will use our practice complaints procedure, should it be necessary. We believe that this will give us the best chance to rectify any issues and the opportunity to improve the practice.

However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with how your complaint has been dealt with. If you feel that you need help or support outside of the practice you can contact the NHS complaints services as follows:

Please write **'For the attention of the Complaints Manager'** in the subject line

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone: 0300 311 22 33

Address: NHS England  
PO Box 16738  
Redditch  
B97 9PT

If you have tried the NHS complaints procedure but are dissatisfied with the response to your complaint, contact the Parliamentary and Health Service Ombudsman at:

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Telephone: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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