

## Where can I get further advice?

If you wish to talk to someone outside the practice for advice you may contact

*The Patient Advice and Liaison Service*  
(PALS) for Oxfordshire on 0800 052 6088

*NHS Direct* on 0845 4647

*Citizens Advice Bureau* on 0870 220 0608 or via [www.banburycab.org](http://www.banburycab.org)

*The Parliamentary and Health Service Ombudsman*  
Milbank Tower,  
Milbank,  
London SW1P 4QP  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Helpline 0345 015 4033

*Independent Complaints Advocacy Service (ICAS)*  
Contact 0845 600 8616

### For more information please see

Listening, responding, improving: a guide to better customer care  
[http://www.doh.gov.uk/en/Publications/PublicationsPolicyAndGuidance/DH\\_095408](http://www.doh.gov.uk/en/Publications/PublicationsPolicyAndGuidance/DH_095408)

The Local Authority Social Services and NHS Complaints (England) Regulations 2009  
[http://www.opsi.gov.uk?si/si2009/pdf/uksi\\_20090309\\_en.pdf](http://www.opsi.gov.uk?si/si2009/pdf/uksi_20090309_en.pdf)

## Are you being looked after well?

If you are happy with the service that you received from the Surgery, please tell us.

We would also like to know if you have suggestions about how services could be improved. There is a suggestions pad and posting box in the waiting room, you could tell any member of staff, send us an email to [Cropredy.surgery@nhs.net](mailto:Cropredy.surgery@nhs.net) or write to the practice.

# CROPREDY SURGERY



# COMPLAINTS PROCEDURE

**Partners: Dr J Wright & Dr B Tucker**  
**Practice Manager: Mrs L Jones**  
Cropredy Surgery  
Claydon Road, Cropredy,  
Banbury, Oxon OX17 1FB

Telephone: 01295 758372  
Fax: 01295 750435  
Email [cropredy-surgery@nhs.net](mailto:cropredy-surgery@nhs.net)

## The Complaints Procedure

Cropredy Surgery makes contact with thousands of people every year. We try to provide the best possible service at all times but realise that things can occasionally go wrong.

This information sheet explains what to do if you have any comments, suggestions or complaints about the services that we provide for you.

## Who can complain?

A patient or person who is affected by the actions or decisions of the surgery can make a complaint.

A complaint can also be made by someone acting on behalf of the patient or person, providing they have their written consent to divulge information gained in the course of the doctor-patient relationship.

## What are the time limits?

You should normally complain within twelve months of the event or within twelve months of becoming aware that you have something to complain about. This time limit may be waived if there are good reasons why you could not complain earlier and it is still possible to investigate fairly and effectively.

## To whom should I complain?

The first stage in the NHS complaints procedure is local resolution. You should complain to the Practice Manager or in her absence, Dr J Wright, Senior Partner, in writing, by telephone or email to [Cropredy.surgery@nhs.net](mailto:Cropredy.surgery@nhs.net)

If you would prefer you may contact the Oxfordshire Primary Care Trust PALS (*see the end of this leaflet for details*) instead of the practice. They will then contact the practice and we will cooperate in the management of the complaint.

Local resolution aims to resolve complaints quickly and as close to the source of the complaint as possible, using the most appropriate means, e.g. face to face meetings or conciliation. Conciliators are like mediators and are independent people who can assist in resolving a complaint and ensure that both parties' views are heard and understood.

If you are not satisfied with the response to your complaint, you can complain to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government. (*Contact details are given at the end of this leaflet*)

## What standards do you apply?

We aim to acknowledge your complaint within three working days and bring it to a resolution within ten working days. If it is not possible to meet this deadline, we will let you know why and keep you informed of progress.

We keep a record of all complaints and use them to monitor and improve services. You will be given a copy of the record of complaint.

## What do I hope to achieve?

You may be angry or upset when you make your complaint, however, it is useful to think about what you want to achieve.

Are you expecting...

- An apology?
- An opportunity to talk through what went wrong?
- An explanation for what happened?
- Satisfaction that you have improved the health service by drawing attention to your problem or making a suggestion?
- Reimbursement of fees paid?