

Adelaide and St. Levan Surgery

Comments, complaints and suggestions

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 that we can improve the service we provide.

Making a complaint

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

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have 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.

Liz Brimacombe, our managing partner will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Liz Brimacombe

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Managing Partner as soon as possible

What we shall do

Our complaints procedure is designed to make sure that we settle any complaint as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. Subject to all information and staff being available. We shall then, where appropriate, be in a position to offer you an explanation, or a meeting with the people involved

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you 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) of providing this. Without this permission the practice will not discuss the patient or any aspect of their care.

What you can do instead

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us:

The National call centre can be contacted on 03003 112233, they provide an information and advice service and a complaint handling service.

Alternatively from 1 July 2023 patients who wish to make a complaint about primary care services in Devon should contact the local integrated care board (ICB), NHS Devon, for advice and signposting.

NHS Devon will support patients and their representative with any concerns or complaints regarding primary care services in Devon, however, unless directly concerning the commissioning of the service will recommend any complaints are handled with the provider directly.

Contact details

- Telephone: 0300 123 1672
- Email: d-icb.patientexperience@nhs.net
- Post: Patient Advice and Complaints team, NHS Devon, Aperture House, Pynes Hill, Rydon Lane, Exeter, Devon, EX2 5AZ
- Contact information can also be found on the One Devon website:

www.onedevon.org.uk/contact-us/patient-advice-and-complaints/

What you can do next

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Health Ombudsman to review your case.

You can contact them on 03450154033, or write to them at:

The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP www.ombudsman.org.uk

Help us get it right

We constantly try to improve the service 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

If you require information in a different format or language please contact the Public Information Service on 01752 272511 or email: ask@plymouth.nhs.uk

Adelaide Surgery

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Stonehouse
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St Levan Surgery

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