



Farnham Centre for Health, Hale Road, Farnham, Surrey, GU9 9QS

Tel: 01252 723122

[www.farnhamparkhealthgroup.co.uk](http://www.farnhamparkhealthgroup.co.uk)

## Practice Complaints Procedure

We strive to provide the best possible service to all of our patients. But if you feel unhappy about any aspect of your care or our service, then please let us know, your feedback is essential in helping us to improve our standards.

### Who Can Make A Complaint?

A complaint may be made by any current or past patient, their appointed representative or if the patient is a child, by a parent, guardian or an organisation under the Children Act 1989. Where the patient is an incapable adult, a relative or other adult person who has an interest in the patient's welfare may make the complaint instead. The complaint should be made within 12 months of the date of the occurrence or from when it was first noticed.

### How Can I Complain & What Happens?

In most cases, complaints can be dealt with simply and informally by talking them through with the Practice Manager, Anne Green, who will investigate any complaints you make. She can be contacted as follows:

Farnham Park Health Group  
Farnham Centre for Health,  
Hale Road,  
Farnham GU9 9QS  
Telephone: 01252 723122 email [nehfccg.adminfphg@nhs.net](mailto:nehfccg.adminfphg@nhs.net)

Complaints, whether verbal or written, will be:

#### **Recorded.**

**Acknowledged**, either verbally or in writing, within three working days starting from the day on which your complaint was received or, where that is not possible, as soon as is reasonably practicable: and

#### **Properly investigated.**

As soon as reasonably practicable, you will receive a written summary of the investigation and its conclusions; Where an investigation requires consideration of the patient's medical records by someone outside of the Practice, you will be notified that it will involve disclosure of your records to a third party.

#### **Partners:**

Dr P Roy BSc (Hons), MBChB, MRCP, PGCert, DGM  
Dr V Koh MBChB  
Dr I Boakye-Acheampong MBBS, BSc, MRCP  
Dr V Collins BN (Hons), MBBS, MRCP, DFRSH

#### **Associates:**

Dr K Deane BSc, MBBS, DRCOG, DFFP, MRCP  
Dr H Duff BSc (Hons), MBBS, DRCOG, MRCP  
Dr J Smith BSc (Hons), MBChB (Hons), MRCP  
Dr S Richards BSc, MBBS, MRCP  
Dr Rebecca Savage BSc MB BCH BAOMRCGP  
Dr Anna Witt MBChB MRCP DRCOG DFRSH

#### **Practice Manager:** Mrs A Green

**Business Manager:** Mrs H Lawrence



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The Practice Manager will keep a record of your complaint and copies of all correspondence relating to it. This is kept separately from your medical records.

### **What if I'm Not Happy with the Outcome of My Complaint?**

We would like to think that we can satisfactorily resolve the majority of complaints but if you are not completely satisfied, you have the right to move on to the next stage of the NHS Complaints procedure, as follows:

You have the right to approach the Parliamentary & Health Service Ombudsman.

Their contact details are:

#### **The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**30 Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

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

**<http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form).**

You may also approach PALS, Healthwatch or the Independent Health Complaints Advocacy for help or advice;

The local Healthwatch can be found at:

**<http://www.healthwatch.co.uk/>**

The IHCA is able to be contacted at: **<http://www.seap.org.uk/services/nhs-complaints-advocacy/>**

The Patient Advice and Liaison Service (PALS) can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

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