



### How to Make a Complaint

People wishing to complain may choose to make their complaint orally, in writing or electronically either to the practice direct, or to NHS England.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering that you have a problem.

Complaints can usually be resolved within 6 months.

Please state your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate information below.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

#### **Send your written complaint to :**

##### **The Practice Manager**

Blackthorn Health Centre  
Satchell Lane  
Hamble  
SO31 4NQ

### What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 40 working days maintaining contact with you if necessary. We shall then be in a position to offer you an explanation or a meeting with the people involved.

When we look at 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 this is appropriate
- Identify what we can do to make sure the problem does not happen again

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

## Alternatives

If you choose to register your complaint with NHS England you can do this either orally, in writing or electronically.

The contact details for this are :

**NHS England**

**PO Box 16738**

**REDDITCH**

**B97 9PT**

**Tel : 0300 311 2233**

**Email :**

**england.contactus@nhs.net**

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

For help, advice and advocacy you may also approach

Freepost RTHH-KGST-ZRBC

**Healthwatch Hampshire**

Westgate Chambers

Staple Gardens

Winchester

SO23 8SR

Tel : 01962 440 262

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

## Clinical Commissioning Group

If your complaint is related to a service you have received or problems with a hospital, Mental Health or Community Trust then you will need to make your complaint directly to the organisation concerned or your local CCG. You can only complain to one or the other – however, the CCG will take up your complaint and investigate it with the hospital / community service. The CCG does not deal with complaints about : Dentists/Pharmacists/Opticians or GPs.

West Hampshire Clinical Commissioning Group :

Omega House

112 Southampton Road

Eastleigh

Hampshire

SO50 5PB

Phone : 023 8062 7444

Email : whccg.info@nhs.net

## **If you are not satisfied with the Outcome**

You have the right to approach the  
Ombudsman.

The contact details are:

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

**Tel: 0345 015 4033**

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

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