**Complaint should be addressed to:**

Mrs C. Tremaine-Tucker, Practice Manager.

You may ask for an appointment with Mrs Tremaine-Tucker. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly or you may request a complaints form from reception.

It would be of great help if you were as specific as possible about your complaint and bring along written details if possible. If requesting an appointment you could if you wish bring along a friend.

We shall acknowledge your complaint within three working days and aim to look into your complaint within ten working days of the date you raised the issue with us. We shall then 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 this is appropriate.

Identify what we can do to make sure the problem does not happen again.

**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 their permission to do so.

A note signed by the person concerned will be needed, unless they are incapable of providing this.



**Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any member of the staff working in the practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints procedure meets national criteria.

**How to Complain**

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 as 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 six months of the incident that caused the problem; or, within six months of discovering that you have a problem, provided that this is within twelve months of the incident, as people’s recollection of the event will fade.



**If you prefer not to complain directly to Somerton House Surgery**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you do not wish to complain to the practice you can complain to.

NHS England

PO Box 16738

Redditch

B97 9PT

Telephone:  0300 3 11 22 33

Email: england.contactus@nhs.net

If you remain dissatisfied with the response to your complaint, you have the right to approach your Ombudsman to escalate the complaint for you.

The Parliamentary and Health Service Ombudsman.

Millbank Tower, Millbank, London SW1P 4QP. Tel: 0345-0154033

Somerton House Surgery

**Practice Complaints Procedure**

**Patient Information**

**Leaflet**

Phone: 01761-412141 Fax: 01761-410944
Email: bsccg.somertonhouse@nhs.net

79A North Road

Midsomer Norton

Radstock

BA3 2QE

Somerton House Surgery