

Willow Green Surgery

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Dear Patient,

We constantly try and improve the service we offer to our patients.

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.

Please write your comments, concerns or suggestions below –

Name:.....

Address:.....

.....

Telephone Number:.....

Signed:.....**Date:**.....

FORM A

PATIENT INFORMATION

Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We are always willing to hear if there is any way in which you think we can improve the service we provide.

If you have a concern, complaint or suggestion about any aspect of the service you have received from the doctors or staff working at Willow Green Surgery, please let us know. We operate an informal in-house Complaints procedure for this purpose.

Most problems can be sorted out easily and quickly, often at the time they occur and with the person concerned. If your problem cannot be sorted out and you wish to make a complaint, please let us know as soon as possible.

You should normally complain within 6 months of the event concerned or within 6 months of becoming aware that you have something to complain about. Primary care practitioners and complaint managers in NHS organisations have discretion to waive this time limit if there are good reasons why you could not complain earlier.

All complaints will be dealt with as soon as possible. Our aim is to acknowledge your complaint within 48 hours and to report back to you within 10 days, although in some circumstances more time may be required.

Patient complaint forms (FORM A) are available from reception or alternatively you may prefer to set out your complaint in your own way. Once the form has been completed please return to the surgery for the attention of the Practice Manager.

Your complaint will be investigated thoroughly and quickly. It may be that your complaint will be passed to the appropriate doctor to investigate if it involves a clinical matter. At all times we will keep you informed of what is happening and may ask that you come along to the surgery to discuss your complaint in more detail.

At the end of the investigation, we will aim to have found out what happened and ensure that the same problem does not happen again. Your complaint will be discussed with you in detail and we hope you will be satisfied that we have dealt with your complaint as thoroughly as possible.

Complaining on behalf of someone else

The practice must, at all times, strictly adhere to the rule of confidentiality. If you are complaining on behalf of someone else, we have to have their written permission to discuss the concern/complaint with you. We cannot provide confidential information without the appropriate authority. Therefore, if you are not the patient, their signature will be required giving consent. Obviously an exception will be made, if for some reason, this is not possible i.e. you wish to complain on behalf of a minor or deceased patient. Please ask for the

appropriate form to complete (FORM B) or ask the person you are complaining on behalf of, to write to us giving us permission to discuss their complaint with yourself.

Where can you get help and further advice?

You can get further advice from NHS England - see contact details below -

- Tel: 0300 311 2233
- Email: england.contactus@nhs.net

NHS England will deal with all issues relating to GP practices, local pharmacies and also dental practices.

Other Local Contacts

You can also contact PALS teams within local NHS provider trusts, as follows:

WESTERN SUSSEX HOSPITALS NHS TRUST (WSHT)	
Worthing & Southlands	Tel: 01903 285032 Email: palsworthing@wsht.nhs.uk
St Richards	Tel: 01243 831822 Email: palschichester@wsht.nhs.uk

SUSSEX COMMUNITY NHS TRUST (SCT)	
Community & specialist nurses (incl childrens); continence; falls prevention; MSK referrals; podiatry; wheelchair service	Tel: 01273 242292 Email: sc-tr.serviceexperience@nhs.net

SUSSEX PARTNERSHIP FOUNDATION NHS TRUST (SPFT)	
Mental health services including: child and adult services; dementia; substance misuse.	Tel: 01903 843026 Email: service.experience@sussexpartnership.nhs.uk

SOUTH EAST COAST AMBULANCE NHS FOUNDATION TRUST (SECAMB)	
Ambulance service and 111	Tel: 01273 484830 Email: pals@secamb.nhs.uk

The Independent Complaints Advocacy Service (ICAS)

From 1 April 2013 the independent service to provide support to those wishing to make a complaint about their NHS care or treatment will pass to local authorities. In West Sussex the service will be provided by Central and South CAB (Citizens Advice Bureau) and the telephone number is **0844 477 1171**.

Healthwatch

Healthwatch is the name of the newly formed consumer champion for health and social care. At a local level, Healthwatch will work to help people get the best out of their health and social care services, providing them with advice and information on local services.

Members of the public can contact Healthwatch in person at any of the following Citizen Advice Bureau (CAB) advice centres:

- Bognor Regis
- Chichester
- Lancing
- Littlehampton
- Shoreham-by-Sea
- Worthing

Or by phoning 0300 012 0122

There is an online enquiry form via the website using the link below.

[Healthwatch West Sussex](#)

Getting involved with Coastal West Sussex CCG

There are a number of ways that patients and members of the public can get involved with Coastal West Sussex CCG to help improve local health services. They can join our membership scheme, join your local GP surgery's Patient Participation Group or work with Coastal West Sussex CCG on a particular project. You will have your own routes for your patients to join your surgery's PPG but if they are interested in joining our membership scheme or working with us more closely please direct them as follows:

- Call us on: 01903 708411

Email us on: contactus.coastal@nh

If you still feel unhappy with the responses to your complaint, you can contact the **Healthcare Commission** for an independent review of your case. The Healthcare Commission is an independent body established to promote improvements in health care.

Contact details are as follows:

The Healthcare Commission
FREEPOST NAT 18958
Complaints Investigation Team
Manchester M1 9XZ

Telephone: 0845 601 3012
E-mail: complaints@healthcarecommission.org.uk
Website: www.healthcarecommission.org.uk

If you remain unhappy after local resolution and independent review, then you can complain to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government. You can contact the Ombudsman at –
Millbank Tower

Millbank
London SW1P 4QP
Telephone: 0845 015 4033
E-mail: OHSC.Enquiries@ombudsman.gsi.gov.uk
Website: www.ombudsman.org.uk