

Alternatively you may address your complaint to:

NHS England:

The Complaints Manager, NHS England,

1 Trevelyan Square, Boar Lane,

Leeds. LS1 6AE.

england.contactus@nhs.net

Telephone: 0300 311 2233

ICAS (Independent Complaints Advocacy Service):

ICAS is based in Bristol and provides an impartial and independent service for people who wish to pursue a complaint.

They can be contacted on 0845 1203782.

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman and the contact details are:-

The Parliamentary and Health Service

Ombudsman,

Millbank Tower,

Millbank, London, SW1P 4QP.

Telephone: 0345 0154033

Email:

phso.enquiries@ombudsman.org.uk

Ashburton Surgery staff have been trained to guide and help you if you wish to complain or to make any comment on our services. We will work hard to deal with any such matters in a constructive and satisfactory way.

**Drs Field, Dyer, Cartmell, Titford
and Beringer**

**Ashburton Surgery
Eastern Road
Ashburton
TQ13 7AP
01364 652731**

**www.ashburtonsurgery.co.uk
L83010.communications@nhs.net**

Formal complaints relating to other services, or if you want informal advice or to raise concerns or comments, should be addressed to:

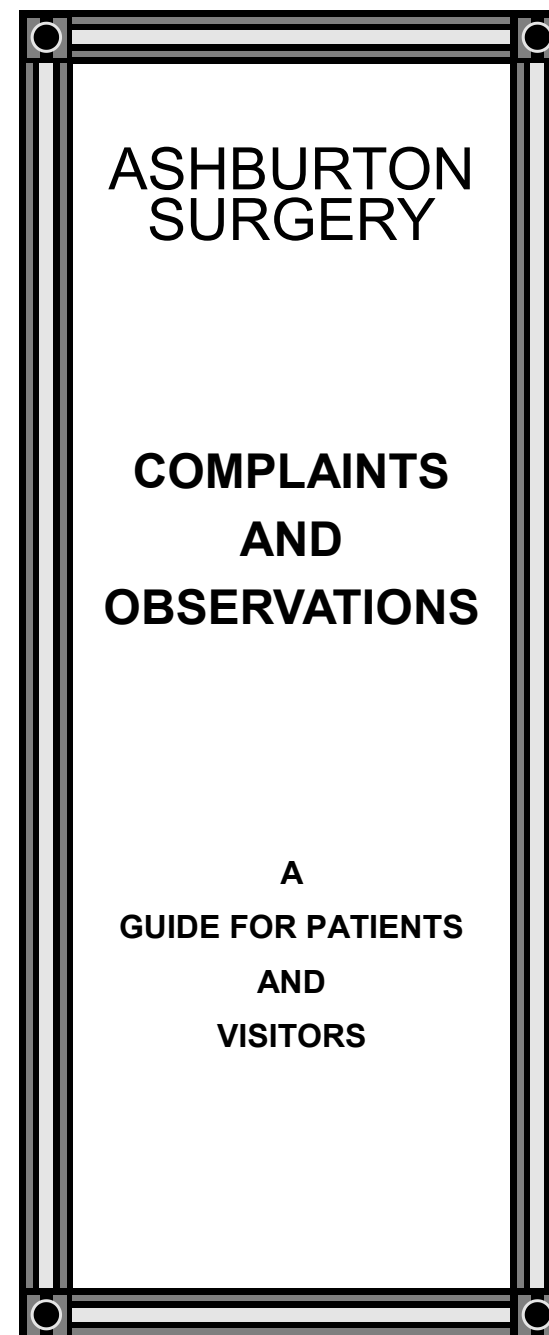
Patient Experience,

South Devon and Torbay CCG,

Freepost RTEZ-YHRC-RZKZ

Pomona House, Torquay, TQ2 7FF

Tel: 01803 652578



Whilst we try and maintain our services and standards at the best possible levels, we accept that there may be occasions when you as a patient of ours or a visitor to Ashburton Surgery, may not be entirely happy with the standards of care we provide, the way you have been treated, or with some other aspect of our services.

Making a Complaint

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 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 the incident.

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 section later in this leaflet).

Your written complaint should be sent to the:

Practice Manager, Ashburton Surgery, Eastern Road, Ashburton , TQ13 7AP

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 10 working days. You may be invited to a meeting with the person(s) concerned to attempt to resolve the issue. You are welcome to bring a friend along to any meetings if you felt this would be helpful. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into the complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete you will receive a final response in writing which will include the details of the result of your complaint and also your right to escalate

the matter further if you remain dissatisfied with our 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 a Complaints Third-Party Consent Form.

Where a 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.