

Patient Information Leaflet

Complaints, Comments & Suggestions

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Our aim is to provide the highest level of care to all our patients. We are always willing to hear from patients with anything relevant to the service we provide and ways we can improve.

Making a Complaint or Suggestion

If you have a complaint, concerns or suggestions about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time when they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know in writing as soon as possible. (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 6 months of the incident that caused the problem; or within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

You can make your complaint or suggestion:

In writing – please give as much information as you can, then send your complaint to the Laurbel Surgery, 14 Main Road, Bilton, Hull, HU11 4AR for the attention of the Practice Manager as soon as possible

Complaining on behalf of someone else - Please note the rules of medical confidentiality are strictly observed. If you are complaining on behalf of someone else, we have to know that you have the patient's permission to do so. A signed consent from the person concerned will be required, unless they are incapable of providing this.

Laurbel Surgery

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge your complaint within 3 working days and aim to have looked into any complaint within 10 working days of the date when you raised it with us. We should then be in a position to offer you an explanation, or a meeting with the people involved. If it takes longer to investigate a complaint we will inform you of this.

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 appropriate;
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation, we will respond to your complaint with details either, in person or in writing.

Help us get it right

We constantly try to improve the service we offer.

It is important that patients also let us know when they think we have done something well or if they have any suggestions as to how we can do better.

What you can do next

For help & advice

We hope that, if you have a problem, you will use our practice complaints and suggestion procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our service.

'If you feel that you are not satisfied with the response received, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS and their service is confidential and free.'

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk or fax 0300 015 4000. Further information about the Ombudsman is available at www.ombudsman.org.uk. The Ombudsman can be contacted at:

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