

**Complaints, Comments and Suggestions – Patient leaflet**

If you have a complaint or concern about the service you have received from the doctors or any member of 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 system 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 formal complaint, we would like you to let us know as soon as possible – ideally within a matter of days – because this will enable us to establish what happened more easily.

Complaints should be addressed to Nollag McGrath, Practice Manager, or to any of the doctors. Alternatively, you may ask for an appointment with Ms McGrath in order to discuss your concerns. She will ensure that your concerns are dealt with promptly.

**WHAT WE SHALL DO**

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it 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 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 doesn't happen again.

**COMPLAINTS 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 his or her permission to do so. A note confirming that permission has been given and signed by the person concerned will be required, unless they are incapable (because of physical or mental illness) of providing this.

**COMPLAINING TO THE OXFORDSHIRE CCG**

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 give us an opportunity to improve our practise. However, this does not affect your right to approach the local clinical commissioning group.

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