



JOHN HAMPDEN SURGERY

Dr Rebecca J Mallard-Smith

Dr Siân Roberts

Dr Kate Hodder

97 High Street
Prestwood
Bucks HP16 9EU

Tel: 01494-890900

Fax: 01494-866990

www.johnhampdensurgery.co.uk

PRACTICE COMPLAINTS PROCEDURE

We always try to give you the best service possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide for you.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

If you use this procedure it will not affect your right to complain to the local Patient Advice and Liaison Service (PALS) if you so wish. The appropriate contact address for PALS is given at the end of this leaflet. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if that patient in person does not make a complaint.

If you wish to make a complaint, please telephone or write to our practice manager who will then take full details of your complaint and decide how best to undertake the investigation.

We think it is important to deal with complaints swiftly, so you will normally be offered an appointment for a meeting to discuss matters within ten working days. You may bring a friend or relative with you to the meeting.

We will try and address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that at the end of the meeting you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint we will direct you to the appropriate authorities that will be able to help you.

Patient Advice and Liaison Service (PALS)

Telephone: 0800 328 5640

Email: feedback.chilternccg@nhs.net

Tel: 07876 231045

SEAP (Support Empower Advocate Promote)

Telephone: 0330 440 9000

Email: hastings.office@seap.org.uk