

**If you are dissatisfied with the outcome**

You have the right to approach the Health Service Ombudsman. The Ombudsmen is completely independent of the NHS and Government.

The contact details are:

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

Telephone no: 0345 0154033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **The Manor Surgery**

### **Complaints Information Leaflet**

The Practice Complaints Manager is:

Mrs Jackie Hannam

Practice Manager

January 2016

## Making a Complaint

We make every effort to give the best possible service to everyone who attends our Practice. However, we are aware that things can go wrong resulting in a patient feeling that they have cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in the Practice, please let us know. We operate a Complaints Procedure as part of the NHS Complaints system, which meets national criteria.

### How to Complain

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible – ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible, your complaint should be submitted within 12 months of the incident that caused the problem, or within 12 months of discovering that you have a problem.

### Patients wishing to complain may do so verbally or in writing to either:

Mrs J Hannam, Practice Manager, The Manor Surgery, Osler Road, Headington, Oxford OX3 9BP. Telephone: (01865) 762535

The Oxfordshire Clinical Commissioning Group, Jubilee House, John Smith Drive, Oxford Business Park South, Oxford OX4 2LH. Telephone: (01865) 336800

NHS England, PO Box 16738, Redditch, B97 9PT. Telephone: (03003) 112233

## Complaining on Behalf of Someone Else

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so and be acting in the patient's best interests. A letter of authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is available from Reception or on our website [www.manorsurgeryoxford.org](http://www.manorsurgeryoxford.org).

### What we will do

- The complaint shall be acknowledged within 3 working days of receipt and may be made orally or in writing.
- When acknowledging the complaint, we will offer to discuss the complaint with the complainant, at a time to suit them. We will advise the manner in which the complaint will be investigated, the likely timescale for this investigation and when the complainant is likely to receive a response.
- If the complainant does not accept the offer of a discussion then we will determine the response time and notify the complainant in writing.
- The investigation of the complaint will be made in the most appropriate manner and shall be conducted efficiently, at all times keeping the patient up to date with progress. As soon as possible after completion of the investigation, the complainant will be sent a written response.
- The response will include an explanation of how the complaint has been considered, conclusions reached and how they may affect the

complainant. It will confirm any actions that need to be taken as a consequence of the complaint. If local resolution has not been reached, it will identify the right to take the complaint to the Health Service Ombudsmen.

### Taking it further

You may also approach Patient Advice and Liaison Service (PALS) for help or advice. PALS is based at Oxfordshire Clinical Commissioning Group and provides confidential advice and support, helping you to sort out any concerns you have about the care we provide, guiding you through the different services available from the NHS.

### Their address is:

Patient Advice and Liaison Service, Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford OX4 2LH. Telephone: (01865) 336800