

## IF YOU ARE DISSATISFIED WITH THE OUTCOME

You have the right to approach the Ombudsman. The contact details are: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Tel: 0345 0154033

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

You may also approach the following organisations for help or advice:

PATIENT ADVICE & LIAISON SERVICE (PALS) provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Tel: 0117 342 1050

Email: [PSCT@uhbw.nhs.uk](mailto:PSCT@uhbw.nhs.uk)

HEALTHWATCH is the local champion for patients and the public. They are there to listen to your feedback, and to make sure that local services know what people expect from them. They also want to hear about times when you have experienced excellent care, so that they can make sure that lessons are learned and services improved. If you want to give feedback and make a difference to how your local health and social care services work, then Healthwatch is the place to do it.

Tel: 0117 203 3594

[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk)

**Priory Surgery**  
**326 Wells Road, Knowle**  
**Bristol BS4 2QJ**

**Tel: 0117 949 3988**

**Dr Rachel Warrington**

MBBS BSc MRCP MRCGP DFFP

**Dr Richard Gillings**

MBBS BSc MRCGP

**Dr Sarah Wigmore**

MB ChB BSc nMRCGP

**Dr Jillian Drury**

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[www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)



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## PATIENT

## INFORMATION

## LEAFLET

## COMPLAINTS

## PROCEDURE

[www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)

## MAKING A COMPLAINT

Most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. 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 **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within twelve months of the incident or within twelve months of you discovering that you have a problem. State your case clearly giving as much detail as you can.

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 separate section in this leaflet).

Enclosed with this leaflet you will find a separate complaints form on which to register your complaint, and a third-party consent form to enable a complaint to be made by someone else. Alternatively you can provide details of your complaint in your own format, providing it covers all the necessary aspects.

Please mark your written complaint '**Private and Confidential**' and send it to:

The Complaints Manager, Priory Surgery,  
324-326 Wells Road, Knowle,  
Bristol BS4 2QJ

## WHAT WE DO NEXT

We try to settle complaints as soon as possible. We will acknowledge receipt of your complaint within three working days and aim to have looked into the matter within ten working days. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue/s. 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 a complaint we attempt to see what happened and why, and to see if there is something we can learn from the events. We try to make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation, eg Social Services, we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with your complaint.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the 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 and signed consent of the patient to confirm that they are unhappy with their treatment and that we may discuss the complaint with someone else. A Patient Complaint Third Party Consent Form must be completed to enable the complaint to proceed.

Where the 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.

If the patient is a child, the complaint may be made by either parent or, in the absence of both parents, the guardian or other adult who has care of the child.

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.

We may still need to correspond directly with the patient, or we may be able to deal direct with the third party; this depends on the wording of the authority provided.