

## **Giggs Hill Surgery**

Giggs Hill Surgery, 14 Raphael Drive, Thames Ditton, Surrey KT7 0EB  
Telephone: 020 8398 8619 Fax: 020 8398 8874

### **A Patient's Guide to Comments, Complaints and Suggestions**

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

#### **Making a Complaint**

If you have any complaints or concerns 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 they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because 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 12 months of the matter at issue, unless you could not reasonably be expected to know about the incident or had appropriate reasons for not complaining within the time limit.

Caroline Self, the Practice Manager or in her absence, Theresa Goodwin, her Deputy, will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

- verbally over the telephone or in person
- by e-mail via the website [www.giggshillsurgery.co.uk](http://www.giggshillsurgery.co.uk)
- in writing, some complaints may be easier to explain in writing - please give as much information as can, then send (address below) your complaint to the practice for the attention of the Practice Manager, as soon as possible

#### **How the Practice will Handle your Complaint**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We will acknowledge your complaint within 3 working days. In our acknowledgement we will provide you with information surrounding how long the investigation and resolution may take. This is dependant on the nature of the complaint and whether or not other healthcare providers are involved. We will agree timescales with you and are happy to keep in touch with you via telephone and e-mail. It is important therefore to quote these in your initial complaint to us, provided you are happy to do so.

When we look into your complaint, we will 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 your complaint will be discussed with you in detail, either in person or in writing.

## **Complaining 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 signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **What Else Can You Do?**

We hope that if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and give us the ability to improve the practice for others. However, this does not affect your right to approach our Primary Care Trust or the Health Service Ombudsman, if you feel you cannot raise your complaint with us or are dissatisfied with the way that we are dealing with your complaint. Their contact details are:

Stephanie Snashall  
Complaints & Legal Affairs Manager  
Surrey Primary Care Trust  
Cedar Court, Guildford Road, Fetcham, Leatherhead, Surrey KT22 9RX  
Telephone: 01372 201715

The Health Service Ombudsman for England  
11<sup>th</sup> Floor, Millbank Tower, London SW1 4QP  
Telephone: 0845 0154033

## **Other Helpful Contacts:**

### **The Patient Advice Liaison Service (PALS)**

Based at Surrey PCT, they provide confidential advice and support to patients. They often work between different healthcare providers, guiding you through the different services available from the NHS. Their contact details are:

Heather Gallagher, Patient Advice Liaison Service  
Leatherhead Hospital, Poplar Road, Leatherhead, Surrey KT22 8SD  
Telephone: 01372 384397  
[pals@surreypct.nhs.uk](mailto:pals@surreypct.nhs.uk)

### **The Independent Complaints Advocacy Service (ICAS)**

ICAS can provide support if you are making a complaint. They may also help you by accompanying you to meetings or helping you to write letters. The service is independent of the NHS.

Tel: 01256 463 758

### **NHS Direct**

NHS Direct is a 24 hour confidential telephone and e-health information service.

Tel: 0845 4647

### **Department of Health.**

The website [www.dh.gov.uk](http://www.dh.gov.uk) has information on the NHS complaints procedure

### **Citizens Advice Bureaux (CAB)**

Esher Branch 01372 464770