

## If you are dissatisfied with the outcome of your complaint

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 015 4033**  
**email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**  
**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

If the service user does not wish/feel able to talk with the Practice for whatever reason they have the option of contacting:

NHS Gloucestershire Integrated Care Board (ICB)  
<https://www.nhsglos.nhs.uk/have-your-say/your-experience/complaints/>

### **You may also approach PALS for help or advice:**

The Patient Advice and Liaison Service (PALS) offers 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.

Contact 0800 0151 548 or 01452 566698  
Email: [glccg.pals@nhs.net](mailto:glccg.pals@nhs.net)

Or POhWER who provide information, advice, support and advocacy services.

<https://www.pohwer.net/Gloucestershire>  
<https://www.pohwer.net/Pages/Category/our-services>

Hucclecote Surgeries Complaints Manager is:  
Emma Jones, Practice Manager.

## Hucclecote Surgery

5a Brookfield Road  
Hucclecote  
Gloucester  
GL3 3HB

Telephone: 01452 617295  
Email: [hucclecotesurgery@nhs.net](mailto:hucclecotesurgery@nhs.net)

## Complaint Leaflet

We welcome all feedback (positive & negative) from our patients as it helps with staff training, to improve the efficiency of the practice and staff moral.

## Please take a copy

## May 2024

## Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and 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, preferably **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 12 months of the incident,
- or within 12 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.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else.

Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### **Please send written complaints to:**

Emma Jones, Practice Manager  
Hucclecote Surgery  
5a Brookfield Road  
Hucclecote  
Gloucester  
GL3 3HB

Email: [hucclecotesurgery@nhs.net](mailto:hucclecotesurgery@nhs.net)

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have investigated the matter within 40 working days. You may 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. 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, to see if there is something we can learn from this and 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 (e.g. 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.

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 consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

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