

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice or Gloucestershire ICB, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on
0345 015 4033

Or

<http://www.ombudsman.org.uk>

Or

Text our 'call back' service: 07624 813 005

Or write to:

NHS Ombudsman

11th Floor

Millbank Tower

London

SW1P 4QP

Telephone: 0345 015 4033

Or email:

ohsc.enquiries@ombudsman.gsi.gov.uk

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on:

Telephone 03000 616161

or alternatively visit the following website:

<http://www.cqc.org.uk>

Hucclecote Surgery



5a Brookfield Road, Hucclecote, Gloucester. GL3 3HB
01452 617295 / hucclecotesurgery@nhs.net

COMPLAINTS & COMMENTS *Patient Information Leaflet*

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

Please take a copy
August 2024

TALK TO US

Hucclecote Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

We want to know when we get it right and welcome positive feedback. We will let staff know when you think they have done a good job.

You may have a comment you want to make that may help us improve a service.

You may have a concern you would like resolved. If a member of staff could not resolve your concern at the time you may feel you want to make a complaint.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

HOW TO COMPLAIN

If you wish to complain, you can either write to the Practice or Gloucestershire ICB however, you cannot write to both.

To complain to Hucclecote Surgery, you can speak to any member of the practice staff so that immediate action can be taken. Alternatively, you may want to contact the Practice Manager Emma Jones by writing to her at Hucclecote Surgery, 5a Brookfield Road, Hucclecote, Gloucester, GL3 3HB, by telephoning (01452) 617295 or by emailing hucclecotesurgery@nhs.net who will try to resolve the issue. If your problem is more serious or you wish to make a formal complaint, you should do so in writing.

If you wish to contact the commissioner of the service, please contact Gloucestershire Integrated Care Board by writing to Mary Hutton, Chief Executive, NHS Gloucestershire Integrated Care Board, Shire Hall, Westgate Street, Gloucester, GL1 2TG or telephoning 0800 0151 548 or by email to glicb.pals@nhs.net

The practice / ICB will aim to acknowledge complaints in writing within three working days of receipt and to resolve any concern efficiently and effectively within a timescale confirmed within the acknowledgement. If a more detailed investigation is required it may not be possible to give you a formal response within the confirmed timescale, but the practice / ICB will keep you informed and an explanation or a meeting will be offered.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- 12 months from the date on which the event / incident which is the subject of the complaint occurred; or
- 12 months from the date on which the event / incident which is the subject of the complaint comes to the complainant's notice.

The practice will aim to have investigated your complaint within 40 working days of the date you raised it with us. If a more detailed investigation is required it may not be possible to give you a response in this time, but we will keep you informed. At this stage, you should be offered an explanation or a meeting with the person(s) involved. When the practice investigates your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that Hucclecote Surgery keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A consent form will need to be signed by the patient, which is available from the practice informing us they give consent to the person concerned. This will be required unless they are incapable of providing this due to illness or disability.

Complaints regarding deceased patients can only be made by the executors of the will.