

# **Oakley Health Group** **Complaints Procedure**

## **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. Alternatively, you may wish to speak to the person in charge. We will always try to sort out your problem to your satisfaction by the end of the following working day.

Where you are not able to resolve your complaint in this way or 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 usually be within 12 months of the incident. We are able to provide you with a complaint form to register your complaint or you can simply write to:

Mrs K Toms  
Patient Services Manager  
Oakley Health Group  
51 Frogmore Road  
Blackwater  
GU17 0DD  
Or email: [karen.toms@nhs.net](mailto:karen.toms@nhs.net)

Alternatively you can make a complaint directly to NHS England:

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## **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.

Please ask at reception for a Third Party Authority Form (also available on the website) which asks for the patient to sign their consent to enable the complaint to proceed.

Where the patient is incapable of providing consent, 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.

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 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.

## 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 looked into the matter within 10 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 NHS people outside of the practice, we will liaise with their employer so that you receive one coordinated reply. We may need your consent to do this.

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.

## If you require help or advocacy to make a complaint

Please contact:

**Freepost RTHH-KGST-ZRBC**

**Healthwatch Hampshire, Westgate Chambers, Staple Gardens, Winchester SO23**

**8SR Tel: 01962 440262**

**Website: [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)**

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

You have the right to approach the

Health Service 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)**

**Further information is also available on the NHS Choices website [www.nhs.uk](http://www.nhs.uk)**