



Have you a
Comment
or
Complaint

**The Fordingbridge Surgery
Dr J McGee & Partners
Bartons Road
Fordingbridge
Hampshire
SP6 1RS**

Telephone: 01425 653430
Email: fordingbridgesurgery@nhs.net

The Fordingbridge Surgery always tries to give you the best service possible and welcomes your comments and observations. However, there may be times when you feel this has not happened. This leaflet explains what to do if you have a comment or complaint about the service you have received from the doctors or any of the staff working in the practice.

IF YOU HAVE A COMMENT OR WISH TO MAKE A COMPLAINT

We aim to resolve most problems quickly and easily, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, you are requested to do so **AS SOON AS POSSIBLE - ideally within a matter of days**, being as specific and concise as you can. This will enable the surgery to establish the facts more easily. You can contact the surgery and speak to the Practice Manager, Mrs Michelle Raymond, or address your concern to her in writing or electronically. Mrs Raymond will deal with any concerns promptly in line with the practice complaints procedure.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Fordingbridge Surgery strictly adheres to the rules of patient confidentiality. If the person making the complaint is not the patient, but is complaining on their behalf, you must have their permission to do so. Written consent signed by the patient concerned is required.

WHAT FORDINGBRIDGE SURGERY WILL DO

Complaints will be acknowledged within two working days of receipt of the written complaint. If necessary, Mrs Raymond will meet or telephone you to discuss and assess whether the problem is clinical or administrative. Mrs Raymond will look into the complaint, investigate the circumstances; contact you either by letter, meeting or telephone discussion with an explanation, offering an apology if appropriate and identify what we can do to ensure the problem does not arise again and identify any learning outcomes.

Alternatively;

Patients may contact the comments and complaints helpline:

NHS England
PO Box 16738
REDDITCH
B97 9PT

Telephone: 0300 311 2233
Email: england.contactus@nhs.net

TAKING THE COMPLAINT FURTHER

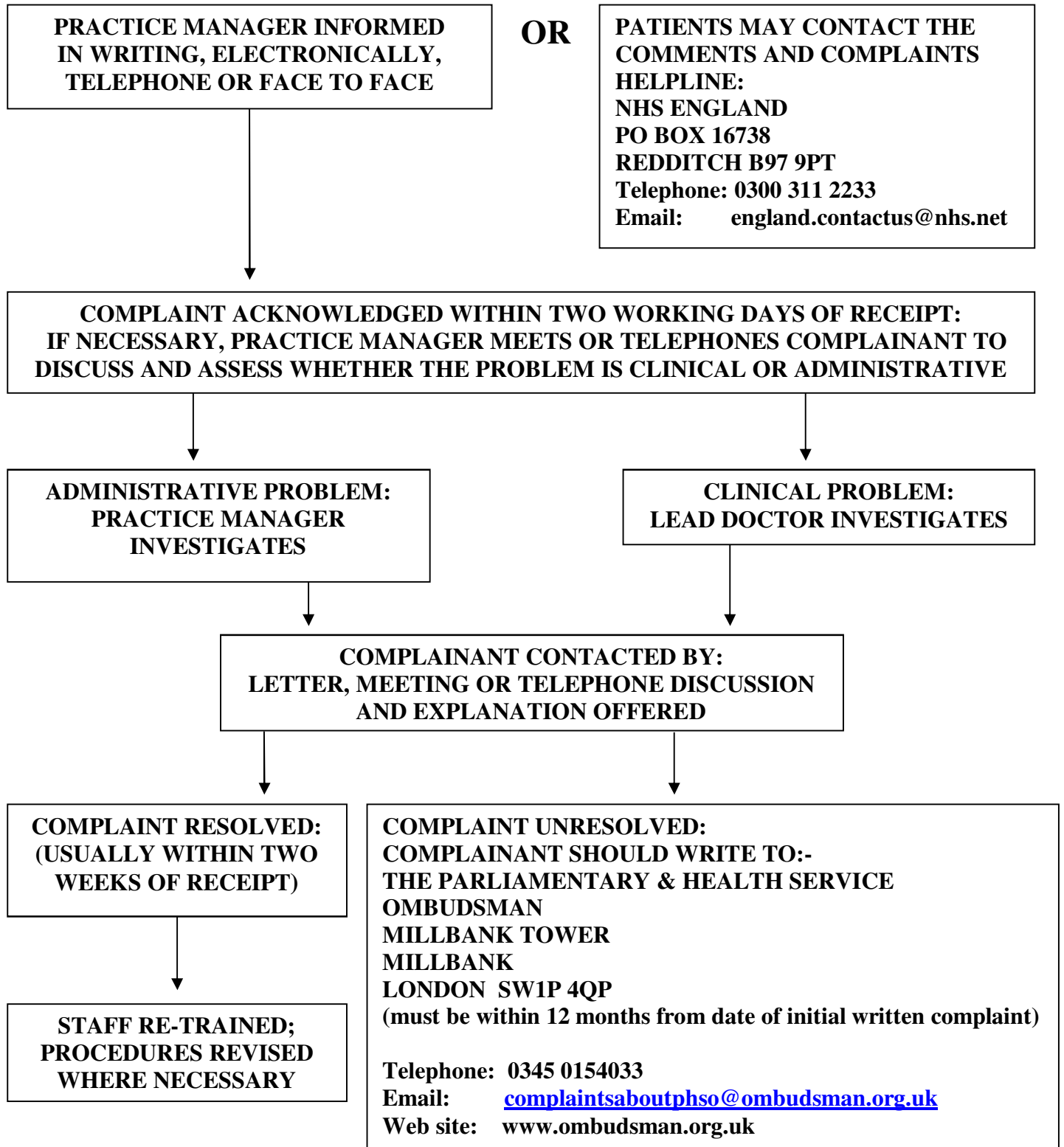
If you remain dissatisfied with the outcome of your complaint, you have the right to ask the Ombudsman to independently review your case by contacting the service at:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 0154033
Email: complaintsaboutphso@ombudsman.org.uk
Web site: www.ombudsman.org.uk

IN THIS PRACTICE PATIENT COMPLAINTS ARE DEALT WITH BY ADHERENCE TO THE FOLLOWING PROCEDURE:

An internal investigation and local resolution must be attempted before contacting the Ombudsman.



Contact Details

The Fordingbridge Surgery
Bartons Road
Fordingbridge
Hampshire
SP6 1RS

Telephone: 01425 653430

Fax: 01425 654393

Email: fordingbridgesurgery@nhs.net

Web site: www.fordingbridgegps.co.uk



NHS England
PO Box 16738
Redditch
B97 9PT

Telephone: 0300 311 2233

Email: england.contactus@nhs.net



Independent Advocacy Service:

Healthwatch Hampshire
Freepost RTHH-KGST-ZRBC
Westgate Chambers
Staple Gardens
Winchester
Hampshire SO23 8SR

Telephone: 01962 440262

Email: enquiries@healthwatchhampshire.co.uk



If you would like to complain about another NHS service, please contact:

The West Hampshire Clinical Commissioning Group
Patient Experience and Complaints Team
West Hampshire CCG
Omega House
112 Southampton Road
Eastleigh SO50 5PB

Telephone: 0800 456 1633

Email: whccg.yourfeedback@nhs.net