



**Strand Medical Group**

# **COMMENTS, COMPLIMENTS AND COMPLAINTS**

## **A guide to giving your feedback**

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West Sussex BN12 6DN

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[www.strandmedical.co.uk](http://www.strandmedical.co.uk)

## **GIVING FEEDBACK**

We are always looking for ways to improve our services and ensure that you have the best possible experience with the NHS. You can help us to get it right by telling us about your experience and what you think of the services delivered by Strand Medical Group.

This leaflet tells you what to do if you wish to comment, compliment or complain about services provided by Strand Medical Group. We will do all we can to help and assist you through the process.

### **COMPLIMENTS AND COMMENTS**

We want to hear from you if you are particularly pleased with the service that you received from an individual or team within the Practice and wish to pass on your thanks or praise. If you can tell us what we do well, or suggest improvements, we can give others a better service too.

We will ensure that compliments reach the individuals concerned. Whenever it is appropriate, we will also share your comments with other colleagues.

We also want to hear from you with any comments you have about any of our services or any suggestions for ways we can improve. When you make a comment we will discuss it to decide if any action or learning is required.

## **COMPLAINTS**

We always try to give a good service but sometimes things may not work out as planned. You can help us make changes by telling us about what has concerned you and if you would like us to consider changes.

### **If you feel something has gone wrong**

If you have a complaint or concern, the quickest way to resolve it is to speak to a member of the team and if they can resolve it straightaway, they will do so. This may be the approach you try first.

If they can not resolve your complaint or concern, they will refer the matter to their Line Manager or to the Complaints Manager, Justin Cankalis.

A complaint form is available but you may set out your complaint however you wish, including verbally, by letter, telephone call or personal visit.

Please make any complaint as soon as possible after the event, preferably 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 of when the incident came to the attention of the complainant.

### **What happens next?**

When you make a complaint you will receive an acknowledgement within 3 working days from the Complaints Manager. This letter will explain how the complaint will be handled and the timescales for investigation.

You may be invited in to discuss your complaint.

If you are making the complaint on behalf of someone else we will need to satisfy ourselves that you have the authority to do so as we need to respect our patient's right to confidentiality.

An investigation will be carried out by the Complaints Manager. A response will be sent to you, explaining the process of investigations and findings, including details of any action taken or recommendation to prevent a recurrence of the problem.

If more time is needed to complete the investigation, we will contact you to let you know why this is needed and will discuss new deadlines.

If you have any questions about the response to your complaint, you can contact either the Complaints Manager or the PALS team for clarification.

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The Complaints Procedure does not deal with matters of legal liability or compensation but neither does it affect your right to seek compensation in law.

### **Complaining on behalf of someone else**

We keep strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we will require written permission in the form of a signed consent form 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 for us to deal with the complaint. Please provide 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 written permission unless the circumstances above apply.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

### **CONTACTS**

The Patient Advice and Liaison Service (PALS) may be able to help you resolve the matter promptly:

NHS England  
PO BOX 16738  
Redditch  
B97 9PT

Tel: 0300 311 2233

Email:

[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

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The Independent Complaints Advocacy Service is available to support you and represent you when making a complaint:

Central and South CAB  
(Citizens Advice Bureau)

Tel: 0844 477 1171

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**If you remain dissatisfied with the response from the Practice, you have the right to approach the Ombudsman. Contact details are:**

Parliamentary and Health Service  
Ombudsman

Millbank Tower    Tel: 0345 015 4033  
Millbank            Fax: 0300 061 4000  
London  
SW1P 4QP

[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)