

# **Aspen Medical Practice Patient Complaints Information Leaflet**

## **Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

## **How to complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise with the staff member(s) involved. If you feel that your problem cannot be dealt with in this way to your satisfaction and you would like to make a formal complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – as this will enable us to establish what happened more easily.

Complaints can be made through our website:

<https://www.aspenmedicalpractice.nhs.uk/feedback-complaints/>, by letter, in person at the Practice, or by phone on 01452 337733

## **What we shall do**

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within 40 working days of the date when you raised it with us. We shall then be able to offer you an explanation, or a meeting with the people involved. When we investigate your complaint, we shall aim to:

- find out what happened and what went wrong.
- make it possible for you to discuss the problem with those concerned if you wish.
- make sure you receive an apology, where this is appropriate.
- identify what we can do to make sure the problem does not happen again.

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

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

## **Complaining to other authorities**

The Practice management team hope that if you have a problem, you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

### **NHS Gloucestershire Integrated Care Board**

Primary Care Services are commissioned by NHS England Area Teams. You can make a complaint about Primary Care Services in Gloucestershire to the Commissioner by contacting:

NHS Gloucestershire Integrated Care Board

5220 Valiant Court

Sanger House

Brockworth

Gloucester

Tel: 0300 421 1500

Email: [glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)

Tel: 0800 015 1548 / 01452 566698

### **Health Service Ombudsman**

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Helpline: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)