

Complaints do not have to be made to the provider

You have the right to raise your complaint with NHS England, (the commissioning body), instead of Wellington Medical Centre if you prefer.

However you must make this choice at the onset and if you make an initial complaint to Wellington Medical Centre, and do not agree with the response given, you cannot then seek a review from NHS England. If you are dissatisfied with the response you can however refer the complaint to the Ombudsman.

Complaints to NHS England should be directed to:

Complaints
NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 22 33

If you are dissatisfied with the outcome of your complaint

You can refer the matter to the Parliamentary and Health Service Ombudsman.

The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154 033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Organisations able to assist you in making your complaint

Patient Advice and Liaison Service

PALS are able to provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, and able to guide you through the services available from the NHS

Freepost - RRKL-XKSC-ACSG
Patient Advice and Liaison Service
NHS Somerset Clinical Commissioning Group
Wynford House
Luffton Way
Yeovil
BA22 8HR
Telephone: 0800 0851 067
E-mail pals@somerset.nhs.uk
Web: www.somersetccg.nhs.uk

SEAP

(Independent advocacy services)

SEAP
Upper Ground Floor
Aquila House
Breeds Place
Hastings
East Sussex
TN34 3UY
Tel: 0330 440 9002
Email: info@seap.org.uk
Fax: 01424 204687

Complaints advice in British Sign Language

People who use British Sign Language (BSL) and want to find out more about making a complaint can access a video in BSL for further information on the following web site: <http://tinyurl.com/nco9gcu>

WELLINGTON MEDICAL
CENTRE

Complaints Procedure

Also see separate
Complaints Form
available at Reception

Complaints Manager

Lydia Daniel-Baker
Practice Manager
Wellington Medical Centre
Mantle Street
Wellington
Somerset
TA21 8BD
Tel: 01823 663551

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.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, **preferably in writing** as soon as possible after the event, ideally 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 within 12 months of you discovering that you have a problem.

If you are a registered patient you can complain about your own care. You are unable to complain about the care of someone else without their written authority.

You will need to state your complaint clearly giving as much detail as you can, and we are able to provide you with a complaints form for this purpose. This includes a third-party authority form to enable a complaint to be made on behalf of someone else. Please ask at reception for this.

Alternatively you may provide your complaint in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Practice Manager
Wellington Medical Centre
Mantle Street
Wellington
Somerset
TA21 8BD

What will happen next

We aim to resolve complaints as soon as possible. We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 20 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 investigating a complaint we attempt to identify what happened and why, to see if there is something we can learn from this, and see if anything needs to change to avoid a repetition.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

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.

Complaining on behalf of someone else

We maintain 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 the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or other reasons it may still be possible to deal with the complaint. Please provide the precise details of such circumstances in a 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 directly with the patient, or may be able to deal direct with the third party, depending upon the wording of the authority provided.

Other ways to provide feedback

Healthwatch Somerset is also available for you to provide feedback on health and care services and will make these views known to those involved in commissioning and those who provided the service.

Email: info@healthwatchsomerset.co.uk
Telephone: 0117 965 4444
Website: www.healthwatchsomerset.co.uk
Twitter: @HWWatchSomerset