

Please talk to us

We welcome your views on our services and on the Practice in general.

Please feel free to share these in person, by telephone or by letter. Contact Paula Cooke our Operations Manager.

Please also take 5 minutes to fill in our Friends and Family Questionnaire that you receive via text after every appointment (if we have your consent to contact you in this way). Paper copies of the questionnaire are available at reception.

A Patient Participation Group (PPG) is a volunteer group of patients who work with their GP practice to help it plan and improve its service by ensuring that the patient perspective is always represented. If you can spare a couple of hours, nine times a year to attend the Merchiston PPG meetings or can offer support in other ways please contact Paula.

Merchiston Surgery

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**Complaints Procedure
A Guide for Patients**

Updated 29 March 2018

Our procedure

At Merchiston Surgery, we value our patients' opinions and use your comments, suggestions, compliments and complaints to improve our service. There may be times when you feel that we have not given you the best possible service and we need to know if this happens.

We aim to respond quickly, courteously and constructively to any complaint and you will not be treated any differently because you have complained. We hope you will allow us to look into and put right any problems you have identified or mistakes that have been made.

We operate a practice complaints procedure that meets the national criteria and is part of the NHS complaints system and the first stage of this is Local resolution. This can give you:

- An explanation of what happened and what the person or service that you are complaining about has to say about it
- An apology (where appropriate) for the inconvenience or your dissatisfaction
- A reaction/response (where appropriate) explaining what will be done to prevent a similar thing happening again.

Our practice procedure is not able to deal with questions of legal liability or compensation.

What to do next

If you wish to make a complaint, please telephone or write to Paula Cooke, Operations Manager. She will take full details of your complaint and decide how best to deal with your concerns.

For written complaints

Paula will contact you within three working days to acknowledge your complaint and agree what outcome you would like. If further investigation is needed she will also advise you on the timescale anticipated to complete the investigation.

The aim of the investigation is to be quick but thorough. We will give you the outcome of the investigation within twenty working days or alternatively offer you a meeting to discuss the matter.

If a full investigation cannot take place within that timescale, we will send a letter explaining why there will be a delay and will keep you updated on the progress of your complaint.

For verbal complaints

If you asked to be telephoned regarding a complaint we will make two attempts to contact you to discuss it. If we miss you and you do not respond to any message we leave we will assume you do not want to pursue the complaint.

Alternatively, you can contact NHS England direct at the following address:

NHS ENGLAND
SW Regional Office, Bristol BS1 3NX
Tel: 0300 311 22 33
Email: england.contactus@nhs.net

If you are dissatisfied with the outcome

Once the local resolution stage has been completed and the practice has done all it can do to resolve the matter, if you are still not satisfied with the outcome of the complaint you can contact the Parliamentary Health Service Ombudsman.

You must contact them within two months of receiving the final written response from the practice.

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Visit: www.ombudsman.org.uk/make-a-complaint

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 require a signed third party consent form from the patient.

Please ask our receptionist for a form.