

Suggestions, Concerns and Complaints

We take all suggestions, concerns and complaints from our patients very seriously and do our very best to ensure that a consistent approach is undertaken at all times.

Our Promise to you:

- We will always offer to discuss the complaint or concerns and resolve them straight away, informally, if possible
- We will listen with respect, respond sympathetically and effectively and take all your concerns seriously.
- You will receive an acknowledgement that the complaint or concern has been received within **3 working days** of receipt of the complaint or concern. This will be via either email or letter or telephone.
- We will ask you complete a consent form if you are raising a formal complaint on behalf of another person or where access to medical records may be required and where sharing of complaints information between organisations is necessary. For informal concerns, verbal consent is usually sufficient; however it may be that written consent is required.
- We will be fair and proportionate in investigating your concerns
- We will give you an indication of timescales for dealing with your concern.
- We will offer a face to face meeting with our Practice Manager at a time convenient to you.
- Where the content of the complaint or concern covers multiple agencies, we will work with these agencies to investigate and provide a single response where possible.
- We will apologise.
- We will give you an open, honest and factually accurate response that is easy to understand.
- We will try our best to put things right.

Useful Contacts:

NHS South Devon and Torbay Clinical Commissioning Group (CCG)

Patient Experience Team (Freepost RTEZ – YHRC - RZKZ)

Pomona House

Oak View Close

Torquay

TQ2 7FF

Email: patientfeedback.sdtccg@nhs.net

Telephone: 01803 6525578 [Click here for CCG website](#)

IHCA - The Independent Health Complaints Advocacy Service provides free help and support for people bringing formal complaints to the NHS. This is an independent and confidential service available in this area through Support, Empower, Advocate and Promote (SEAP)

SEAP Torbay can be contacted using the following contact details:

Telephone: 0300 343 5730

Email: torbay@seap.org.uk

Healthwatch – Healthwatch is the independent consumer champion. They have wide ranging powers. People are able to raise concerns directly with Healthwatch. Healthwatch can be contacted using the following details

Healthwatch Torbay –0800 052 0029 – info@healthwatchdevon.co.uk

NHS England – formal complaints about NHS GPs, dentists, pharmacists and opticians should be handled by NHS England, they can be contacted using the following details

Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: england.contactus@nhs.net (Please state “For the attention of the complaints team” in the subject line)

Post: NHS England, PO Box 16738, Redditch, B97 9PT

Parliamentary and Health Service Ombudsman (PHSO) – the PHSO consider formal complaints when complainants are unhappy with the response to their complaints. Complainants should contact the PHSO within 12 months of the response. The Ombudsman can be contacted using the following details:

Helpline: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Fax: 0300 061 4000

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

