

KEEPING YOU INFORMED

We will keep you informed of our progress and a letter will be sent to you setting out how we investigated your complaint as well as details of actions taken and lessons learned as a result of our findings.

HELP YOU WITH YOUR COMPLAINT

NHS England

If you have a complaint about a GP or our practice that can't be resolved locally with us please contact:

NHS Commissioning Board
PO BOX 16738, Redditch B97 9PT
Tel: 0300 311 2233
Email: nhscommissioningboard@hscic.gov.uk

SEAP

SEAP are an Independent Advocacy Service who are available to support you and represent your views when making a complaint - they can accompany you to meetings to discuss your complaint and provide support or an interpreter.

SEAP, 7th Floor, Cavendish House, Breeds Place, Hastings
TN34 3AA
Tel: 0330 440 9000
Email: info@seap.org.uk

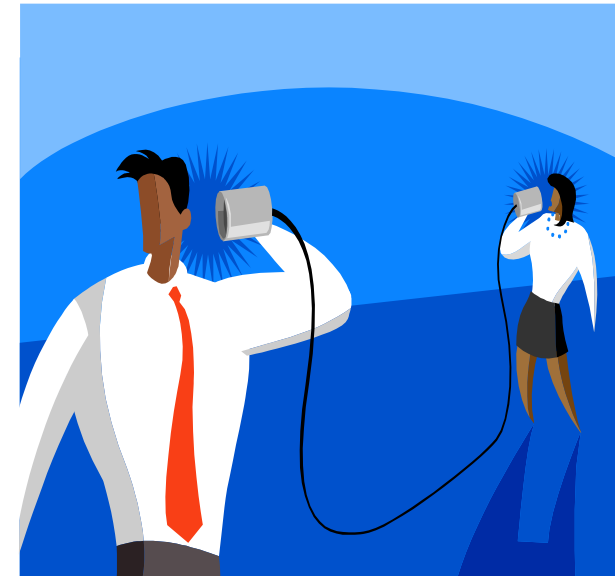
If you remain dissatisfied with the response from the practice (or NHS England) then you have the right to refer your complaint to the Health Service Ombudsman. They would require a clear statement of what issues remain outstanding.

The Parliamentary & Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

THE HAWKINGE & ELHAM VALLEY PRACTICE

PRACTICE COMPLAINTS

POLICY AND PROCEDURE



WE'RE HERE TO LISTEN

INTRODUCTION

We make every effort to give the best service possible to everyone who attends our practice. Our aim is to provide you with a service that you are happy with and meets the needs of our patients.

All our staff are always pleased to hear when you have had a positive experience when visiting or contacting the practice.

However, we are aware that sometimes things don't go quite as we had hoped; resulting in a patient feeling that they have a genuine cause for complaint. If this is the case, we would wish for the matter to be settled as quickly and as amicably as possible.

Please do not be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will do our best to put right anything that has gone wrong.

WHO TO SPEAK TO

If you have a complaint or concern the quickest way to resolve it is to speak to a member of our team and if they can resolve it straight away, they will do so. If not they will refer the matter to the Practice Manager, Jo Sheldrick, who will take matters from there and ensure that a full investigation and review is undertaken and you will receive a response in the next 28 working days.

We are happy to receive communication from you by phone, verbally, in writing or via e-mail.



Surgery:

Tel - 01303 232300



Mail:

The Hawkinge & Elham Valley Practice
74 Canterbury Road
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Folkestone
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E-mail:

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