

PEMBROKE MEDICAL GROUP



LET THE PRACTICE KNOW YOUR VIEWS

The Pembroke Medical Group is always looking for ways to improve the services it offers to patients. To do this effectively, we need to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

FRIENDS AND FAMILY TEST

We would appreciate it if you could spare a minute to take part in our Friends & Family Test. It is very quick and simple to do and gives us important feedback which we value. A form is available at reception or on our website www.pembrokehousesurgery.co.uk

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

IF YOU HAVE A COMPLAINT

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If you still wish to make a complaint, please inform a member of the practice as soon as possible. At times it may not be possible to raise a complaint immediately or you may need some time before you are able to raise your concerns. It is important to highlight that it may not be possible to resolve a concern depending on how much time has lapsed. NHS complaints procedures recommend a complaint is raised within 12 months of the concern taking place or within 12 months of becoming aware a complaint should be raised.

Please complete the attached complaint form and return it to:

Lisa Cooper, Operations Manager
Pembroke Medical Group, 266-268 Torquay Road, Paignton TQ3 2EZ
enquiries.pembrokehouse@nhs.net

Alternatively, you may wish you discuss your concerns, you can speak to a member of staff by calling 01803 553558.

If you are not happy with our response or do not feel able to discuss your concerns or complaint you can choose to contact NHS England directly, they will listen to your circumstances and liaise with us on your behalf. NHS England can be contacted as follows:

By post: NHS England National Contact Centre
PO Box 16738, Redditch B97 9PT
By email: england.contactus@nhs.net
By telephone: 0300 311 22 33

NHS England's opening hours are Monday to Friday 8.00am until 6.00pm

NHS Devon Integrated Care Board (ICB)

The Patient Advice and Complaints Team are here to help patients, their families and carers if they have any concerns or questions about their local NHS services. They offer confidential advice and, with your permission, take your concern to the appropriate people. To contact them:

By telephone: 0300 123 1672 (lines are open Monday – Friday 09.00am – 5.00pm)

By email: d-icb.patientexperience@nhs.net

By post: Patient Advice and Complaints Team (PACT) FREEPOST EX184 County Hall
Topsham Road Exeter EX2 4QL

WHAT WE WILL DO

We will acknowledge your complaint within 5 working days and aim to provide a response within 45 working days of the date you raised it with us. At times more complex concerns or complaints may take longer to resolve however every effort to keep you informed will be made.

Please note that we adhere strictly to medical confidentiality. If you are complaining on behalf of someone else, we must ensure 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.

COMPLAINT UNRESOLVED

If you are not happy with our resolution, we would ask you to in the first instance to make us aware of your dissatisfaction. If we still are unable to come to a resolution to your satisfaction you do hold the right to contact the Parliamentary and Health Service Ombudsman. Their contact details are:

Parliamentary and Health Ombudsman Citygate

Millbank Tower

30 Millbank

Westminster

London SW1P 4QP

Website: www.ombudsman.org.uk

Telephone: 0345 015 4033