

How Do I Express My Views About Your Service?

We strive to give you the best care and attention and welcome suggestions as to how we may improve. Your views are very important and have guided us to improve what we do, and how we do it. You can join our Patient Group or give feedback in any number of ways. It is always good to hear when our GPs, nurses and staff have earned a compliment; it goes a long way and is always appreciated. Whether positive, negative or just an observation, your feedback helps us to continuously improve the service we offer. General comments and suggestions can be made using the forms at reception or by contacting the Practice Manager via our online 'contact form'.

Complaints about Our Service

We want you to receive the very highest standard of care. If we have failed to reach these standards please let us know as this can help us to improve services for other patients. There are many ways you can tell us if we fail to meet the standards:

- Speak to the Operations Manager
- Contact your local Patient Group
- Write to the Practice Manager
- Write to the Independent Complaints Advocacy Services (ICAS)
- Write to NHS England
- Write to the Healthcare Commission
- Write to the Health Service Ombudsman
- Make a Complaint on behalf of Another Person

Speak to the Operations Manager: To express a concern about service received from your health centre, or if you are not sure who to ask for advice, **please speak to the Office Supervisor in the first instance.** We are here to help and your feedback continually improves the service we offer so we remain responsive to your needs.

Contact your local Patient Group: Run by patients for patients, you may contact your patient group for advice or to take up non-clinical issues such as car parking, premises, local blood testing or general customer service, on your behalf.

Patient Group (Chairperson)
c/o Waterside (Hythe) Health Centre
Beaulieu Road
Hythe
Hampshire SO45 5WX

Patient Group (Chairperson)
c/o Blackfield Health Centre
Hampton Lane
Blackfield
Hampshire SO45 1XA

Write to the Practice Manager: If you are unable to talk to the staff involved, or do not feel your local Patient Group are appropriate, you should put your complaint or concern in writing (or complete the attached form):

Waterside (Hythe) Health Centre
Beaulieu Road
Hythe
Southampton
Hants SO45 5WX
Phone: 023 80899119
Fax: 023 8084 1292



Cert No 8142
ISO 9001

Blackfield Health Centre
Hampton Lane
Blackfield
Southampton
Hants SO45 1XA
Phone: 023 80899119
Fax: 023 8089 1217



www.redandgreenpractice.co.uk



Partners: Dr C Cole, Dr A Steadman, Dr D Robertson, Dr G Nurton, Dr V Holloway,
Dr I Redmill, Dr J Kenrick, Dr S Akerman, Dr C Besley, Dr S Fernando, Dr J Beer.

The Practice Manager
Waterside (Hythe) Health Centre
Beaulieu Road
Hythe
Hampshire SO45 5WX

When you put your complaint or concern in writing you can expect:

- to be taken seriously and be given a full explanation of what happened
- an apology and better communication between our staff and patients
- changes to be made, so that the same thing will not happen to anyone else

We will investigate honestly, openly and promptly, and aim to respond initially within two working days and to provide a full report back to you within ten working days. If we are unable to complete the investigation and report back within ten working days you will be informed of the reason for the delay and of our progress.

Remember: All complaints are treated in confidence and will not be noted in your health records or affect your future treatment in any way. Your complaint will be handled in the same way regardless of ethnicity, age, gender or disability and complaints should be made within 6 months of the incident about which you are complaining or within 6 months of you realising there was cause for complaint.

Write to the Independent Complaints Advocacy Services (ICAS): ICAS supports patients and their carers to pursue a complaint about any aspect of NHS care or treatment and provides a national service delivered to agreed quality standards.

Independent Complaints Advocacy Service
1st Floor, Clarendon House
9/11 Church Street
Basingstoke
Hampshire RG21 7QG

Tel: 0845 600 8616

Write to NHS England : If we have not dealt with your complaint or concern to your satisfaction you can contact NHS England directly:

NHS Commissioning Board,
PO Box 16738
REDDITCH
B97 9PT
Tel: 0300 311 2233
Or email: nhscommissioningboard@hscic.gov.uk

Write to the Healthcare Commission: If you remain dissatisfied with the response to your complaint or concern, you have a right to an independent review:

Healthcare Commission
FREEPOST NAT18958

Waterside (Hythe) Health Centre
Beaulieu Road
Hythe
Southampton
Hants SO45 5WX
Phone: 023 80899119
Fax: 023 8084 1292



Cert No 8142
ISO 9001

Blackfield Health Centre
Hampton Lane
Blackfield
Southampton
Hants SO45 1XA
Phone: 023 80899119
Fax: 023 8089 1217



www.redandgreenpractice.co.uk



Partners: Dr C Cole, Dr A Steadman, Dr D Robertson, Dr G Nurton, Dr V Holloway,
Dr I Redmill, Dr J Kenrick, Dr S Akerman, Dr C Besley, Dr S Fernando, Dr J Beer.

Complaints Investigation Team
Manchester
M1 9XZ

Tel: 0845 601 3012

Write to the Health Service Ombudsman: If you are still dissatisfied after the NHS complaints procedure is completed you can ask the Health Service Commissioner (the Ombudsman) to investigate your case. The contact address is:

The Health Service Ombudsman for England
11th Floor,
Millbank Tower
London SW1P 4QP

Helpline: 0845 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: www.ombudsman.org.uk

Make a Complaint on behalf of Another Person: All patient information is strictly confidential; if you are making a complaint on behalf of someone else we need to obtain that patient's full and informed consent before we can investigate.

Don't forget...

For all we do our very best to serve you as well as we can, we accept that we may not get it right first time every time. All complaints regarding any aspect of service or treatment provided by the practice should be raised with the practice in the first instance. This applies regardless of concern or complaint including:

- treatment or care
- the attitude of staff
- poor communication
- waiting times
- lack of information
- failure to diagnose a condition

Waterside (Hythe) Health Centre
Beaulieu Road
Hythe
Southampton
Hants SO45 5WX
Phone: 023 80899119
Fax: 023 8084 1292



Cert No 8142
ISO 9001

Blackfield Health Centre
Hampton Lane
Blackfield
Southampton
Hants SO45 1XA
Phone: 023 80899119
Fax: 023 8089 1217



www.redandgreenpractice.co.uk



Partners: Dr C Cole, Dr A Steadman, Dr D Robertson, Dr G Nurton, Dr V Holloway,
Dr I Redmill, Dr J Kenrick, Dr S Akerman, Dr C Besley, Dr S Fernando, Dr J Beer.

Patient Feedback/Complaint Form

Please indicate your Health Centre

- Waterside (Hythe) Health Centre
 Blackfield Health Centre

Please write your comments or complaints below. If making a complaint, please give as much detail as possible, including times and dates of events if known. Thank you.

.....

Patient Name

Patient Address

.....

.....

Contact No

DATE

Please hand your completed form to the receptionist. If making a complaint on behalf of another person, please ensure they have signed the attached consent form. Thank you.

Feedback/Complaint Consent Form

Waterside (Hythe) Health Centre
 Beaulieu Road
 Hythe
 Southampton
 Hants SO45 5WX
 Phone: 023 80899119
 Fax: 023 8084 1292



Cert No 8142
 ISO 9001

Blackfield Health Centre
 Hampton Lane
 Blackfield
 Southampton
 Hants SO45 1XA
 Phone: 023 80899119
 Fax: 023 8089 1217



www.redandgreenpractice.co.uk



Partners: Dr C Cole, Dr A Steadman, Dr D Robertson, Dr G Nurton, Dr V Holloway,
 Dr I Redmill, Dr J Kenrick, Dr S Akerman, Dr C Besley, Dr S Fernando, Dr J Beer.

Please indicate your Health Centre

Waterside (Hythe) Health Centre

Blackfield Health Centre

I (name)

Hereby authorise (name)

To make a complaint on my behalf and I agree that practice staff may disclose confidential information about me which I have provided to them, but only in so far as is necessary to respond to the complaint.

Patient Signature

Date

NOTE: Please ensure this form is attached or enclosed with the written complaint.

Waterside (Hythe) Health Centre
Beaulieu Road
Hythe
Southampton
Hants SO45 5WX
Phone: 023 80899119
Fax: 023 8084 1292



Cert No 8142
ISO 9001

Blackfield Health Centre
Hampton Lane
Blackfield
Southampton
Hants SO45 1XA
Phone: 023 80899119
Fax: 023 8089 1217



www.redandgreenpractice.co.uk



Partners: Dr C Cole, Dr A Steadman, Dr D Robertson, Dr G Nurton, Dr V Holloway,
Dr I Redmill, Dr J Kenrick, Dr S Akerman, Dr C Besley, Dr S Fernando, Dr J Beer.