

**PRACTICE COMPLAINTS PROCEDURE**

**3W PARTNERS**

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**3W Health Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

**How to Complain for Yourself**

We hope most problems can be sorted out easily and quickly, often when they arise with the person concerned. If your problem was not resolved in this way and you wish to make a complaint, please let us know **as soon as possible in writing.** You can do so using the form below**,** which can be submitted online or printed off and sent to the surgery, or by writing a letter.

Please be as specific as possible about your complaint.

Ideally, the complaint should be sent within a matter of days or at most a few weeks after the event to enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

* within 12 months of the incident that caused the problem; or
* within 12 months of discovering that you have a problem.
* outside the 12-month limit providing there were good reasons for not making the complaint within the time limit and it is still possible to investigate matters effectively and fairly.

If you choose to write a letter it should be addressed to **Complaints Manager** at the surgery, or you can email [3whealth.complaints@nhs.net](mailto:3whealth.complaints@nhs.net) giving the detail asked for in the form.

**Complaining on Behalf of Someone Else**

Please note we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that 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. If there is a problem, please use the complaints procedure detailed above. We will investigate this type of complaint in the same way as if it were for you.

**What We Will Do**

We will acknowledge your complaint within four working days and agree a time frame for investigating your complaint. We will then be able to offer you an explanation, or a meeting with the people involved. When investigating your complaint, we will aim to:

* find out what happened and what went wrong.
* make it possible for you to discuss the problem with those concerned if you would like this.
* make sure you receive an apology, where this is appropriate.
* identify what we can do to make sure the problem doesn't happen again.

The 3W Health procedure does not affect your right to approach the BOBICB the Integrated Health Board covering Buckinghamshire, if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation.   If this is the case, please contact:

**Southeast Complaints Hub**

NHS Frimley ICB

Aldershot Centre for Health

Hospital Hill

Aldershot

Hampshire GU11 1AY

0300 561 0290

frimleyicb.southeastcomplaints@nhs.net

You also have the option of contacting the:

**Patient Advice and Liaison Service (PALS)** whose role it is to help resolve concerns or problems. They can be contacted on 01296 831130 or by e-mail on: [buckinghamshirehealthcaretrust@nhs.net](mailto:buckinghamshirehealthcaretrust@nhs.net)