

**COWPLAIN FAMILY PRACTICE**  
**Dr M Gregori, Dr M Johns, Dr N Millen, Dr T Wright**  
2 Padnell Road, Cowplain,  
Waterlooville, Hampshire, PO8 8DZ

Telephone: 023 9226 3138 Facsimile: 023 9261 8100  
Email: [Hamp-pct.CowplainFamily@nhs.net](mailto:Hamp-pct.CowplainFamily@nhs.net)

**PATIENT INFORMATION LEAFLET**

**Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the doctor 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**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most, a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have full details of your complaint.

If you wish to use the practice's internal complaints procedure, Please address your complaint to our Business Manager, Mrs Karen Jeffries. Alternatively, you may ask for an appointment with Mrs Jeffries in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

If you wish to raise your complaint directly with the commissioner of our services, ie, the Primary Care Trust, please address your complaints to:-

Comments and Complaints Unit  
NHS Hampshire  
Headquarters, Omega House  
112 Southampton Road  
Eastleigh  
SO50 5PB

**What we shall do**

If you use the practice's internal complaints procedure, we shall acknowledge your complaint within three working days. You will be offered a meeting at which we will

agree a timeframe for resolution and will discuss how you would like your complaint to be handled.

When we look into your complaint we will:-

- 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.

### **Assistance in making a complaint**

You may wish to seek independent assistance in resolving your complaint. The contact details of the Independent Complaints Advocacy Service are as follows:-

ICAS, 1<sup>st</sup> Floor, Clarendon House  
9-11 Church Street  
Basingstoke  
Hants  
RG21 7QG

Email: [Basingstoke.icas@seap.org.uk](mailto:Basingstoke.icas@seap.org.uk)

Website: [www.seap.org.uk/icas/localmap.html](http://www.seap.org.uk/icas/localmap.html)

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. Written consent from the patient will be required, unless they are incapable (because of illness) of providing this.

### **Healthcare Ombudsman**

If you remain dissatisfied with the response to your complaint, you have the right to ask the Ombudsman to review your case. The contact details for the Ombudsman are as follows:-

Write to: Millbank Tower  
Millbank  
London SW1P 4QP

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Further Assistance**

You might also find it helpful to contact PALS – the Patient Advice and Liaison Service. They can provide advice and information and support patients through the

complaints process. Their contact number is 01256 312313 – please ask for Jane Tibble.