



# GREENSANDS MEDICAL PRACTICE

Drs Taine, Drake, von Blumenthal, Jackson, Jarvis, Vedavanam & May  
[www.greensands.org.uk](http://www.greensands.org.uk)

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The Medical Centre  
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Tel: (01767) 651544  
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Brook End Surgery  
Brook End  
Potton  
Sandy  
Beds. SG19 2QS  
Tel: (01767) 260340  
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## COMPLAINTS PROCEDURE

### INTRODUCTION

We aim to provide the best possible services for all our patients, but there may be times when you feel this has not happened. If you have a complaint or concern about the service you have received from the doctors, or any of the practice staff employed by them, please let us know. We hope that most of your problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

Any complaint that you make will not be held against you or affect any future care or treatment you or your family receive.

### WHEN TO COMPLAIN

We operate a practice complaints procedure that meets national criteria, as part of an NHS system for dealing with complaints. However, we are not able to deal with questions of legal liability or compensation.

To enable a complaint to be fully investigated it should be made:

- In writing
- Within twelve months of the event: or
- Within twelve months of you realising that you have something to complain about.

These time limits may be changed if there are good reasons why you could not complain sooner.



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## WHO CAN COMPLAIN

If you are unable to complain yourself, then someone else, usually a relative or close friend, can raise the complaint on your behalf. We will however require your consent, (normally in writing), unless due to incapacity you are unable to provide this.

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## HOW TO COMPLAIN

Complaints can be made orally or in writing. If you wish to make an oral or written complaint please address it to our Practice Manager, Nicola Gauge, Greensands Medical Practice, Brook End Surgery, Brook End, Potton, Sandy, Beds, SG19 2QS

## WHAT WE WILL DO

Your complaint will be acknowledged in writing within **three working days** (or as soon as reasonably practicable). You will receive a written summary of the investigation and its conclusion within **ten working days** (or as soon as reasonably practicable). This part of the procedure is called Local Resolution.

When we look into your complaint we aim to:-

- find out what happened
- make it possible for you to discuss the problem with us
- make sure you receive an apology where it is appropriate
- identify what we can do to make sure the problem does not happen again

Our Practice Manager or a Partner will then be in a position to offer you an explanation and written response. This may include meeting with you to resolve the problem.

## WHAT IF I AM STILL NOT HAPPY

If you are still not happy or do not wish to deal directly with the practice, you may contact NHS England on 0300 311 22 33 and they will be able to assist you with your case.

NHS England is there to help you with any issues or worries you may have about a service you or someone you care for is receiving and to help resolve issues and concerns before they become complaints.

If you are complaining on behalf of someone else, they have to know that you have their permission to do so. A signed authorisation **must** be provided by the patient concerned, unless they are incapable (because of illness) to do so. In the case of a child (aged under 16 years) then you must have the legal authority to complain on their behalf.

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## WHAT IF I FEEL MY COMPLAINT HAS NOT BEEN RESOLVED TO MY SATISFACTION?

If you remain unhappy after Local Resolution and Independent Review, then you can complain to the Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government.

You can contact the Ombudsman at:

Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033 (local rate)  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Web: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
**0845 015 4033**

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## WHAT TO DO IF YOU NEED HELP MAKING YOUR COMPLAINT

If you need help with making your complaint the Health Complaints Advocacy Service (HCAS) can provide free, impartial and independent information, advocacy and support to members of the public, wishing to make a formal complaint about the National Health Service (NHS).

The HCAS provider for Bedfordshire & Hertfordshire is:

### **POhWER ICAS**

You can contact them at:

Hertlands House  
Primett Road  
Stevenage  
Herts  
SG1 3EE

Tel: 0845 456 1082 (local rate)  
Email: [pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net)  
Web: [www.pohwer.net](http://www.pohwer.net)

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We want to know when the Practice falls short of your expectations so we can quickly put them right and learn from the experience to improve our service to all our patients.

We also want to know about things we do well, what you think of our service, and any suggestions you may have and when you are pleased by the efforts of our staff.

Please feel free to contact:-

**Nicola Gauge**  
**Practice Manager**

Please also contact Nicola if you are interested in joining our patient forum

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