| Advocacy support   * POhWER support centre can be contacted via 0300 456 2370 * SeAp Advocacy gives advocacy support on 0330 440 9000 * Age UK on 0800 055 6112   Further actions  If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:  Parliamentary Health Service Ombudsman (PHSO)  Milbank Tower  Milbank  London  SW1P 4QP  Tel: 0345 015 4033  www.ombudsman.org.uk | Summervale Surgery  Canal Way  Ilminster, TA19 9FE  01460 52354 |  | The Complaints Process  **Summervale Surgery** |
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| http://www.gpwebsolutions-host.co.uk/170/files/2013/08/main2.png Talk to us Every patient has the right to make a complaint about the treatment or care they have received at Summervale Surgery.  We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience. Who to talk to Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the managing partner, Donna Noyce. | A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to:  administration.staff@nhs.net.  If for any reason you do not want to speak to a member of our staff, then you can contact Somerset CCG. They will contact us on your behalf:  The Patient Advice & Liaison Service (PALS)  Tel: 0800 0851 067 between 09:00 and 16:00 Monday to Friday  england.conta Time frames for complaints The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.  The complaints manager will initially respond to all complaints within three business days.  We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. | | Investigating complaints Summervale Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance. Confidentiality Summervale Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient’s healthcare record. Third party complaints Summervale Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third party patient complaint form is available from reception. Final response Summervale Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. |