

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

City Gate, 51 Mosley Street, Manchester, M2 3HQ

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

You may also approach the Devon Advocacy Consortium for help or advice;

The Devon Advocacy Consortium can provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Tel. 0845 231 1900 or by email devonadvocacy@livingoptions.org

The Practice Complaints Manager is:

Miss Kiran Bakhshi

Okehampton Medical Centre



**OKEHAMPTON
MEDICAL CENTRE**

Complaints Procedure

**Also see separate
Complaints Form
available at Reception and on our
website**

www.okehamptonmedicalcentre.co.uk

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

or within 12 months of you discovering that you giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

Kiran Bakhshi
Okehampton Medical Centre
East Street, Okehampton, Devon EX20 1AY
Kiran.bakhshi@nhs.net

Reviewed: August 2023

Review Due: August 2024

Author: Management Partner

What we do next

We look to settle complaints as soon as possible. Due to pressures on primary care, we cannot guarantee a specific timescale in which this will happen. It also depends on the complexity of the complaint and who is involved.

We will acknowledge receipt within 3 working days. Following a full investigation of the circumstances, you may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

When looking into a complaint we will investigate the circumstances, make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

In order to understand if there is something we can learn from your complaint, we may discuss it at a practice "significant event meeting", in which case we will write to you following that meeting.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of any practice investigations into your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception or go to our website www.okehamptonmedicalcentre.co.uk for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.