

Our promise to you

When receiving our services you are entitled to expect:

- A high quality of care and treatment that is easily accessible and given wherever possible
- Dignity and respect at all times and to be treated as an individual
- Staff to address you in the manner of your choice
- Privacy and confidentiality
- Respect for your religion and culture
- Whenever possible you and your relatives or carers, if you wish, to be involved in making choices about your care
- Clear explanations about your care and treatment, giving you the chance to ask questions
- ♦ All complaints are treated in the strictest confidence and will be kept separate from patients clinical record.

Our Mission Statement

'To ensure the highest standard of family care and to offer patients continuously improving and appropriate access to Health Care Professionals.'

Independent Review

If you are unhappy with the result of any investigation you may, within 28 days of receiving the final response, ask for an independent review of your complaint from the Health Service Onbudsman.

The **Patient Advice and Liaison Service** based at the Primary Care Trust as detailed overleaf can advise you on this process.

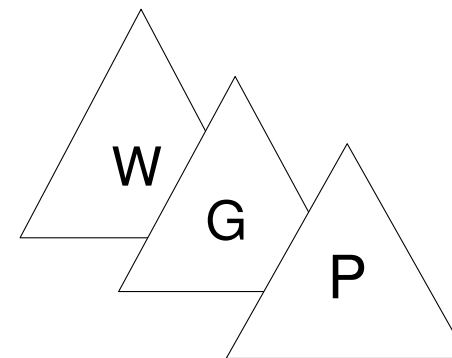
If you would like support in making your complaint contact:

The Independent Complaints Advocacy Service (ICAS)

Unit 3
Premier House
Willowside Park
Canal Road
Trowbridge
Wiltshire
BA14 8RH

Tel: 01225 762630
E-mail: trowbridge.icas@seap.org.uk
Website: www.seap.org.uk/icas

Westbury Group Practice



Complaints Procedure

Eastleigh Surgery
White Horse Surgery
Bratton Surgery

0844 477 8760
www.westburygp.co.uk

Revised: 9th December 2009

We try our best to provide the best standard of care, at all times, for our patients, families and carers. We recognise, however, that sometimes you may not be satisfied with the service you or your family has received, and you may feel that you need to make a complaint.

All complaints are taken seriously. We use the information from our investigation of complaints to improve the standard of care we provide.

Making a complaint

If you would like to discuss your complaint in person, whether it relates to any of the services we provide or the individuals providing them, please ask to speak to Amanda Brookes, Deputy Business Manager or Michelle Coleman, Office Manager. They will be happy to advise you how to proceed and will aim to solve the problem straight away.

However, if you prefer, you can either write a letter, collect a complaints form from reception or download a copy from our website www.westburygp.co.uk and send to:

Debbie Riddiford, Practice Manager
Westbury Group Practice
Eastleigh Surgery
Station Road
Westbury
Wiltshire
BA13 3JD

If you wish a friend or family member to deal with your complaint on your behalf, this is no problem. We would need to receive a signed authority for them to act on your behalf.



Investigating your complaint

When a complaint is received from a patient, it will be dealt with as quickly and effectively as possible.

We will aim to resolve simple complaints within 24 hours and if the patient is satisfied with the response, no formal written response will be given unless particularly requested.

If your complaint is received in writing, we will acknowledge receipt of this within 3 working days and let you know the likely timescale for completion of any investigations. We will aim to provide you with a full response in writing within 10 working days.

However, some complaints are complex and the investigation may take a little longer than normal. If this happens, we will always let you know the timescale for response and the reasons for the delay.

Sometimes a complaint can highlight ways in which we can improve our service. In such cases, we will tell you of any action we intend to take.

If at any point you feel that a meeting will be helpful to discuss your complaint, you may request this too.

Occasionally, the complaint involves another organisation. In such cases, we will ask for your permission to pass information on as appropriate. We will explain the reasons for the transfer of responsibility, the name of the person and the department/authority to whom it is transferred.

Help with making your complaint

The Patient Advice and Liaison Service (PALS) offers free advice and information on all aspects of health care, including help in making a complaint. If you require their help, please contact:

Patient Advice and Liaison Service
Southgate House
Pans Lane
Devizes
Wiltshire
SN10 5EQ

Tel: 0800 389 7671