



Carn to Coast
HEALTH CENTRES

Practice Complaints Procedure

Pool Health Centre, Station Road, Pool, Redruth TR15 3DU

Tel: 01209 717471 FAX: 01209 612160

Homecroft Surgery, Voguebeloth, Illogan, Redruth TR16 4ET

Tel: 01209 843843 FAX: 01209 842027

St Day Branch Surgery, Scorrier Street, St Day, Redruth TR16 5LH

Tel: 01209 820518

Email: carntocoast@nhs.net

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a Practice Complaints Procedure under the terms of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

How to Complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved 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 details of your complaint as soon as possible. In any event a complaint should normally be made not later than 12 months after:

- The date at which the matter which is the subject of the complaint occurred;

or

- If later, the date on which the matter which is the subject of the complaint came to your notice.

Complaints should be addressed to the Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns who 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. **The Independent Complaints Advocacy Service (ICAS)** can help you make a complaint if you wish.

The contact details are:

Independent Complaints Advocacy Service (ICAS)

1st Floor, 17 Dean Street, Liskeard, PL14 4AB

Tel: 01579 345193

Email: liskeard.icas@seap.org.uk

What We Shall Do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. If we need longer we will keep you informed. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- 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.

Complaining on behalf of someone else

If you are unable to complain, a relative or friend can make the complaint on your behalf.

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. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

If you are dissatisfied with the action taken to try to resolve your complaint please say so; we may be able to do more to help. If, however, you remain unhappy, you have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 0154033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk