

Suggestions, Concerns and Complaints

We take all suggestions, concerns and complaints from our patients very seriously and do our very best to ensure that a consistent approach is undertaken at all times.

Our Promise to you:

- We will always offer to discuss the complaint or concerns and resolve them straight away, informally, if possible
- We will listen with respect, respond sympathetically and effectively and take all your concerns seriously.
- You will receive an acknowledgement that the complaint or concern has been received within **3 working days** of receipt of the complaint or concern. This will be via either email or letter or telephone.
- We will ask you complete a consent form if you are raising a formal complaint on behalf of another person or where access to medical records may be required and where sharing of complaints information between organisations is necessary. For informal concerns, verbal consent is usually sufficient; however it may be that written consent is required.
- We will be fair and proportionate in investigating your concerns
- Where the content of the complaint or concern covers multiple agencies, we will work with these agencies to investigate and provide a single response where possible.
- We will apologise and will try our best to put things right.
- We will give you an open, honest and factually accurate response that is easy to understand.
- If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A letter signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability, in which case their verbal consent would be required.

Useful Contacts:

The practice management team hope that you will use the Practice Complaints Procedure if you have a problem. However, if you prefer you may direct your complaint to NHS Devon.

Please note that in all cases NHS Devon will recommend a complainant raises their concerns or complaint directly with Old Farm Surgery, however, NHS Devon will support patients and their representatives with any concerns or complaints regarding primary care services in Devon and recommend any complaints are handled with the surgery directly.

If you are not satisfied with the response from the surgery, you may want to contact NHS Devon, NHS England, the Care Quality Commission, SEAP or the Ombudsman.

NHS Devon

- Telephone: [0300 123 1672](tel:0300 123 1672)
- Email: d-icb.patientexperience@nhs.net
- Post: Patient Advice and Complaints team, Pomona House, Edginswell Business Park, Oak View Close Torquay TQ2 7FF
- Contact information can also be found on the [Patient advice and complaints page of One Devon website](#).

NHS England

- Email to england.contactus@nhs.net
- Post to: The Complaints Manager
1 Trevelyan Square
Boar Lane
Leeds LS1 6AE
Telephone: [0300 311 2233](tel:0300 311 2233)

Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission by:

- Telephone: [03000 616161](tel:03000 616161)
- Website: <http://www.cqc.org.uk>

SEAP

SEAP is a free, independent, and confidential advocacy service offering support to people who want to make a complaint about their NHS Care or treatment.

Your local SEAP service can be found on <http://www.seap.org.uk/contact/seap-liskeard/>

Ombudsman

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigate complaints about the NHS in England.

- Telephone: [0345 015 4033](tel:0345 015 4033)
- Email: phso.enquiries@ombudsman.org.uk
- Textphone (Minicom): [0300 061 4298](tel:0300 061 4298)

For all complaints relating to community services and secondary care and for general advice relating to NHS services, contact:

The Patient Experience Team:
South Devon & Torbay ICB
Patient Experience
FREEPOST RTEZ-YHRC-RZKZ
Pomona House
Torquay
TQ2 7FF
[01803 652578](tel:01803 652578)
Patientfeedback.sdtccg@nhs.net

