

## If you are Dissatisfied with the Outcome

You can contact the following:

### **The Parliamentary and Health Service Ombudsman**

**Address:**

Millbank Tower  
Millbank  
London  
SW1P 4QP

**Tel:** 0345 015 4033

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**E-mail:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

### **Independent Complaints Advocacy Service**

01296 468170 [aylesbury.icas@seap.co.uk](mailto:aylesbury.icas@seap.co.uk)

### **You may also approach Patient Services for help or advice:**

Patient Services (formerly PALS) is based at Oxfordshire Clinical Commissioning Group. It provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, and guiding you through the different services available from the NHS.

### **Patient Services**

Oxfordshire CCG, Jubilee House, 5510 John Smith Drive, Oxford, OX4 2LH.

**Tel:** 0800 052 6088

**E-mail:** [patient.services@oxfordshireccg.nhs.uk](mailto:patient.services@oxfordshireccg.nhs.uk)

March 2020

Hollow Way Medical Centre

## Complaints Procedure

Also see separate  
Complaints Form  
available at Reception

**Daniel Freeman**  
**Practice Manager**  
**Hollow Way Medical Centre**  
18 Ivy Close  
Cowley  
Oxford  
OX4 2NB

**Tel: 01865 777495**  
**E-mail: [hwmc@nhs.net](mailto:hwmc@nhs.net)**

## Making a Complaint

Our aim is to provide the highest level of care for all our patients. If you have any complaints or concerns about the service you have received from the doctors or staff working for this practice, please let us know. We hope that most problems can be sorted out quickly and easily, often at the time they arise with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

**Daniel Freeman**, our Complaints Manager, will be pleased to deal with any complaint. He will explain the procedure to you and make sure that your concerns are dealt with promptly.

You can make your complaint:

**In person** or **by telephone** — please ask to speak to **Daniel Freeman**

**In writing** — some complaints may be easier to explain in writing — please give as much information as you can, then send your complaint to the practice for the attention of **Daniel Freeman, Complaints Manager**.

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.

## What we Do Next

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 40 working days. We shall then be in a position to offer you an explanation, or a meeting with the people involved. If your complaint is complex or perhaps involves more than one organisation, we will discuss with you a timetable for investigating and resolving your complaint.

When looking into a 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 appropriate
- Identify what we can do to make sure the problem doesn't happen again.

When the investigations are complete your complaint will be determined and a final response sent to you.

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 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 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.