

We do hope that we have clarified the position for you, but if you require further information and would like to discuss the matter face to face please do not hesitate to contact us .

Alternatively, should you be dissatisfied with the response from the Practice, you are entitled to approach the Health Service Ombudsman, who is independent of government and the NHS. This service is confidential and free. You can contact the Ombudsman's helpline on 0345 015 4033, or in writing via email to phso.enquiries@ombudsman.org.uk or the The Parliamentary and Health Service Ombudsman (PHSO), Millbank Tower, Millbank, London, SW1P 4QP. For further information, please visit: www.ombudsman.org.uk

Finally, if you need any additional help in pursuing your complaint, you may wish to contact the NHS Complaints Advocacy Service, which is provided by SEAP in this area. This is an independent organisation that represents the interests of patients. It provides free advice and support for people making a complaint about the NHS. They can be contacted at their head office on Tel: 0330 440 9000, or via Email to: Hastings.office@seap.org.uk or you may wish to visit: www.seap.org.uk for further local details.

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better



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COMPLAINTS PROCEDURE

Making a complaint

If you have any complaints or concerns about the service that 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 easily and quickly, often at the time they arise and 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** – 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:

Within 6 months of the incident that caused the problem; or

Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Quality Manager will be pleased to deal with any complaint. He/she will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to the Quality Manager

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Management Team as soon as possible

Email - alchester.medicalgroup@nhs.net

What we shall do

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

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. 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 appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

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 his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.