

Once you have raised your complaint with the 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 Parliamentary and Health Service Ombudsman (PHSO), Millbank Tower, Millbank, London, SW1P 4QP. For further information, please visit: <https://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



Telephone: 01869 248585

Langford Medical Practice
9 Nightingale Place
Bicester
Oxfordshire
OX26 6XX

Victoria House Surgery
119 Buckingham Road
Bicester
Oxfordshire
OX26 3EU

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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 Clinical Services 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 Clinical Services Manager
- **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 the Clinical Services Manager as soon as possible
- **Email** — alchester.complaints@nhs.net
- **Contact form** via the practice website — www.alchestermedicalgroup.co.uk

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. The surgery has up to six months to respond to complaints once they have been acknowledged but we endeavour to respond much sooner than this. Once the complaint has been investigated we shall be in a position to offer you an explanation.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong (if applicable)
- make it possible for you to discuss the problem with those concerned, if you would like this and if applicable.
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again (if applicable)
- Explain whether your complaint has been upheld, partially upheld or not upheld.

We will usually respond to your complaint in writing but where appropriate we may arrange for a meeting to discuss the complaint and our findings.

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. If you do not want to complain directly to the surgery you can submit your complaint to South East Complaints Hub. Contact details are below:-

South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net