

## IF YOU ARE DISSATISFIED WITH THE OUTCOME

If possible, we will try to resolve your concerns within practice. However, if you are still dissatisfied, you may approach NHS England Helpdesk.

**NHS England Helpdesk**  
NHS England  
PO Box 16738  
Redditch  
B97 9PT  
Tel: 0300 311 2233  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

For all complaints, comments, advice and support relating to community services and secondary care and for general advice relating to NHS services, contact the CCG's Patient Experience Team.

**Patient Experience**  
FREEPOST RTEZ-YHRC-RZKZ  
Pomona House  
Torquay  
TQ2 7FF  
Tel: 01803 652578  
[Patientfeedback.ddtccg@nhs.net](mailto:Patientfeedback.ddtccg@nhs.net)  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

If you are Dissatisfied with the Outcome, 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

### **NHS England Customer Care Centre**

The NHS England Customer Care Centre is available for patients to use if they have any complaint query or concern about GP services

**Telephone:** 0300 311 22 33  
**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
**General Post (including complaints):** NHS England, PO Box 16738, Redditch, B97 9PT

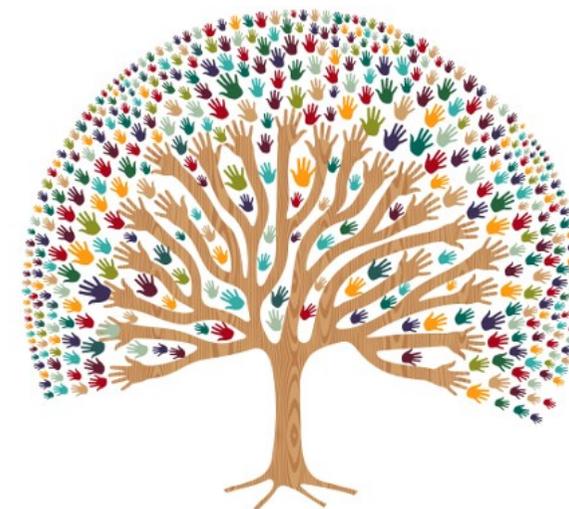
Kingsteignton Medical Practice, Whiteway Road  
Kingsteignton, Newton Abbot  
Devon, TQ12 3HN  
Tel: 01626 357080



Kingsteignton Medical Practice



# COMPLAINTS & SUGGESTIONS



*We always try to give you the best service possible, but there may be times when you feel this has not been sufficient. This leaflet explains what to do if you have a complaint about the services this practice provides you. This procedure does not deal with questions of legal liability or compensation.*

## HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, at the time they arise and directly 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.

Complaints should be addressed in the first instance to **Joanne Sweet – Practice Manager**. She will take full details of your complaint and decide how best to proceed with the incident.

Alternatively, you can complete a complaint form available at Reception, which will be passed to our Practice Manager. It would be a great help if you are as specific as possible



## OUR ROLE

We shall acknowledge your complaint within two working days and aim to have looked into your complaint in details within 20 working days of the date you raised it with us. We should then be in a position to offer you an explanation, or if necessary a meeting with the people involved. If a meeting is agreed you are entitled to bring a representative to the meeting. 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.*
- ◆ *To receive an apology where this is appropriate*
- ◆ *Identify what we can do to make sure the problem does not arise again.*

If the complaint requires more detailed investigation this will take a little longer, but we will keep you informed in the meantime. If a meeting is arranged, you may bring a friend or relative with you.

## 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 of providing this because of illness.



## SUGGESTIONS

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think we can improve our service we provide



**Website:** <https://www.england.nhs.uk/contact-us/>