

Tell us what you think of our services

A guide to making comments, compliments or complaints



Providing positive feedback

If you want to comment on our service or would like to thank or compliment staff, you can use the form provided in this booklet to do so. You can then hand it to a member of staff or post the form to us at the surgery at:

Chapel Street Surgery
Newhaven
East Sussex
BN9 9PW

Email: chapelstreet@nhs.net

If you would prefer you can also provide feedback online:



twitter.com/SpCSussex



www.sussexprimarycare.co.uk



sc-tr.sussexprimarycare@nhs.net

Raising a concern

If you are concerned about the care or service you or a relative are receiving, please talk to a member of staff involved as soon as possible and let them know.

We will always aim to resolve problems as they arise. If you are dissatisfied, or have any concerns, please tell a member of the practice staff and they will do their best to resolve the matter there and then.

Please be assured that raising a concern or making a complaint will not affect your care either now or in the future. We promise to listen carefully, find out what went wrong and do everything we can to resolve the issue.

Your details will only be shared on a need-to-know basis although the subject of the complaint and outcomes may be shared for wider learning.

Making a complaint

If we have been unable to resolve your problem and you wish to make a complaint, there are a number of ways to do this.

Face to face

You can tell a member of staff involved in your care that you want or need help to make a complaint. You can also ask to speak to or discuss your complaint with the senior person on duty or manager in charge.

In writing

You can write to us or complete the form included at the centre of this leaflet and either hand it to a member of staff or post it to the surgery at:

Chapel Street Surgery
Newhaven
East Sussex
BN9 9PW

By email

You can email us at:
chapelstreet@nhs.net

or via our website:
www.chapelstreetsurgerynewhaven.nhs.uk



What if you remain unhappy?

If you are dissatisfied with our response to your complaint please let us know. We will always do our best to resolve any outstanding issues.

If you remain dissatisfied, you may request an independent review of your complaint by the Health Service Ombudsman, who can be contacted at:

www.ombudsman.org.uk/make-a-complaint

or by telephone on: **0345 0154033**

The Ombudsman will generally consider your complaint once you have completed Sussex Primary Care's complaints procedure and received your final response.

If the Ombudsman is of the opinion that Sussex Primary Care can do more to resolve your complaint, they will refer your complaint back to Sussex Primary Care. It is therefore very important to allow Sussex Primary Care every opportunity to try and resolve your complaint.

When should you make your complaint?

Ideally, your complaint should be made as soon as possible and within 12 months of realising you have cause to complain.

Consent to carry out an investigation

If you are making a complaint on behalf of someone else, we will need that person's written consent to carry out an investigation, even if it is on behalf of a close family member or friend. A form is provided for this purpose in the center of this booklet.

Comments Complaints Compliments & Suggestions Form

If you have any comments, complaints, compliments or suggestions about our services – please tell us by completing this form. If you do not want to provide your details, we would still like to hear from you, all information provided could help to improve our services.

If you would like a personal reply, please fill in your details. Please detach your completed form and hand it to a member of staff or post it to:

Chapel Street Surgery
Newhaven
East Sussex
BN9 9PW

Patient Details

Name (Mr/Mrs/Ms/Miss)

Hospital No. (if known)

Address.....

.....

.....

Postcode

Telephone No. (inc code)

Date of birth

Email address

If you are completing this form for somebody else, please give your details below

Name (Mr/Mrs/Ms/Miss)

Address

.....

.....

Postcode

Telephone No. (inc code)

Date of birth

Relationship to patient

Consent on my behalf

I confirm that I wish Mr/Mrs/Ms/Miss (*please circle*)

to act on my behalf and receive all information relevant to my complaint. I understand that information from my health records may need to be disclosed to those involved in dealing with my complaint, including other NHS organisations involved with my care. I also understand that all information relating to my complaint will be kept completely confidential and will in no way affect my future care.

Signature:

Date:

Please state why the complainant cannot give consent and we will contact you to discuss alternative options.

Please write your comment, compliment or complaint here.

Should you wish to provide more information, please do so on a separate sheet.

Support Services

Language interpreting

Sussex Primary Care provides interpreters for patients who speak other languages. Interpreting is available in 55 languages and new interpreters will be recruited to meet local needs as they arise.

Interpreting for patients with hearing and visual impairments

We can provide British Sign Language interpreters, lip-speakers, speech-to-text reporters and deaf-blind interpreters.

Requesting an interpreter

If you need an interpreter, please contact the Interpreting and translation services are provided free to patients.

Healthwatch

Healthwatch are the consumer champion for health and social care. There is a local Healthwatch in every area of England. They are Independent organisations who listen to your views and share them with those with the power to make local services better.

If you would like to share your experience of a health and care service, or if you have a question on health and social care related matters please contact your local Healthwatch.

To find your local Healthwatch, visit www.healthwatch.co.uk/find-local-healthwatch or telephone **03000 683000**



Our commitment to you

Sussex Primary Care is committed to being open with its patients. If any problem affects your treatment or care, we aim to be proactive in telling you openly and honestly, what has happened, at the earliest opportunity. Where necessary we will conduct further investigation and keep you informed. We will also answer your questions and tell you what we are going to do to put the matter right.

The same applies whether we learn of a problem as it occurs, from something that you tell us, or from the investigation of a complaint or incident.

Large print and other languages

For this leaflet in large print, please ring **01273 265800** or email **sc-tr.sussexprimarycare@nhs.net**

For help interpreting this leaflet in other languages, please ring **01273 242292**

