

## Suggestions and complaints

Our practice welcomes feedback from its patients as it is only by listening to the users of our service that we can make adjustments, improvements and know what has gone well or not so well.

If you are unhappy with anything that has happened to you in the practice or have any suggestions about how this might be put right, the practice operates a complaints procedure as outlined by the NHS.

## HOW TO COMPLAIN

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If you still wish to make a complaint, please inform a member of the practice as soon as possible. At times it may not be possible to raise a complaint immediately or you may need some time before you are able to raise your concerns. It is important to highlight that it may not be possible to resolve a concern depending on how much time has lapsed. NHS complaints procedures recommend a complaint is raised within 12 months of the concern taking place or within 12 months of becoming aware a complaint should be raised.

Please address your complaint to;

Alison Shelton, Managing Partner

Friary House Surgery,  
2a Beaumont Road,  
St Judes,  
Plymouth PL4 9BH

[fhs.admin@nhs.net](mailto:fhs.admin@nhs.net)

Alternatively, you may wish you discuss your concerns; you can speak to a member of staff by calling 01752 663138.

If you are not happy with our response or do not feel able to discuss your concerns or complaint you can choose to contact NHS England directly, they will listen to your circumstances and liaise with us on your behalf. NHS England can be contacted as follows;

By post: NHS England PO Box 16738 Redditch B97 9PT



By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By telephone: 0300 311 22 33

NHS England's opening hours are Monday to Friday 9am until 5pm, except Wednesday's when they open at 9.30am.

## WHAT WE WILL DO

We will acknowledge your complaint within [insert number] working days and aim to provide a response within [insert] working days of the date you raised it with us. At times more complex concerns or complaints may take longer to resolve however every effort to keep you informed will be made.

## COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to medical confidentiality. If you are complaining on behalf of someone else, we must ensure you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## COMPLAINT UNRESOLVED

If you are not happy with our resolution we would ask you to in the first instances to make us aware of your dissatisfaction, if we still are unable to come to a resolution to your satisfaction you do hold the right to contact the Parliamentary and Health Service Ombudsman. Their contact details are;

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

Telephone: 0345 015 4033

## NHS Devon Clinical Commissioning Group

The Patient Advice and Complaints Team are here to help patients, their families and carers if they have any concerns or questions about their local NHS services however does not including pharmacies, GP's, opticians and dentists. They offer confidential advice and, with your permission, take your concern to the appropriate people. To contact them;

By telephone: 0300 123 1672 (lines are open Monday – Friday 09.00am – 5.00pm)

By email: [d-ccg.patientexperience@nhs.net](mailto:d-ccg.patientexperience@nhs.net)

By post: Patient Advice and Complaints Team (PACT) FREEPOST EX184 County Hall Topsham Road Exeter EX2 4QL

