

## **Long Furlong Medical Centre Suggestions & Complaints**

### **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!

Constructive suggestions to improve our service are always welcome and may be handed in at reception or dropped into the suggestion box in the waiting room.

Care is best delivered in an atmosphere of mutual respect and we expect our staff to treat all our patients with respect and understanding, and request that patients acknowledge this by treating our staff courteously. Our receptionists try very hard to please patients, doctors and our nursing team, so please do not blame them if something goes wrong, use the suggestions box or complaints procedure to help us to ensure the problem does not happen again.

### **Making a Complaint**

We always try to give the best service possible, but there may be occasions when you are unhappy with the services we provide or any of the staff working within in the practice.

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. If you have a complaint or concern about the service you have received from the doctors or any of the staff working within this practice, please let us know by contacting the practice manager, Mrs Diana Donald. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

We will try to address your concerns fully, provide you with an explanation and apology where appropriate and discuss any action that may be needed so that you feel satisfied that we have dealt with the matter thoroughly. However, if this is not the case and you wish to continue with your complaint you can contact Patient Services or the National Commissioning Board whose details are provided on the next page.

Please note that we have to respect our duty of medical confidentiality to patients. If you are complaining on behalf of someone else we will need their permission in writing, unless that patient is not capable through age, physical or mental illness, of providing it.

Dr Allan, Senior Partner, has overall responsibility and accountability for the management of complaints against the practice and Mrs Diana Donald, Practice Manager, has responsibility for investigating complaints, ensuring that the statutory complaints arrangements are complied with and that remedial action is put in place.

**If you need to make a complaint** please contact Mrs Donald who will take full details of your complaint and decide how best to undertake the investigation. You should expect an acknowledgement within three working days.

Mrs Donald can be contacted by phone: Tel: 01235 522379 or in writing at the surgery: Long Furlong Medical Centre, 45 Loyd Close, Abingdon, OX14 1XR, We believe it important to deal with complaints quickly, so we will aim to investigate and respond to your complaint within ten working days. Occasionally this may take longer, depending on the number of enquiries to be made, but we will keep you informed.

### **Patient Services**

Patient Services Team (formerly PALS) are available to answer queries and concerns related to Oxfordshire Clinical Commissioning Group. As a patient, relative or carer you may need on-the-spot help, advice and support. This is where Patient Services can help. Patient Services provide confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care we provide and guiding you through the different services available from the NHS. Tel: Freephone: 0800 052 6088. Or send feedback by email to: [patient.services@oxfordshireccg.nhs.uk](mailto:patient.services@oxfordshireccg.nhs.uk)

Alternatively you can contact the **National Commissioning Board (NCB)**, the body which commissions GP services. The NCB will then manage your complaint for you. They can be contacted at: Tel: 0300 311 22 33.

You can also use the NHS Complaints Advocacy Service, a free independent advocacy service in Oxfordshire hosted by SEAP that helps individuals to make a complaint about any aspect of their NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS. Tel: 0300 343 5718 email: [oxfordshire@seap.org.uk](mailto:oxfordshire@seap.org.uk)

**LONG FURLONG MEDICAL CENTRE  
RECORD OF COMPLAINT**

<b>Name</b>		
<b>Address</b>		
<b>Phone (home)</b>		<b>Phone (work)</b>

DATE:..... TIME (of incident):.....

**DESCRIPTION OF COMPLAINT:**

(continue over)

Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_

**Office Use**

Date Received: \_\_\_\_\_

Acknowledged: \_\_\_\_\_

Completed: \_\_\_\_\_