



## Complaints Charter

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### Sunbury Health Centre is committed to:

- Making health and social care in Sunbury better for everyone.
- Valuing your comments, suggestions and complaints.
- Ensuring all complaints are thoroughly and quickly investigated and result in enduring service improvements.
- Treating you with courtesy, respect and sensitivity at all times.

### WHEN YOU ARE DISSATISFIED WITH OUR HEALTH CARE SERVICES

- Tell us – as soon as possible – if you are unhappy with our services, in order that we can investigate your concerns and quickly put things right for you.
- Let us know if you would like to try informal resolution of your concerns about our services.
- Tell us if you have any particular needs that we should be aware of, eg: an interpreter, advocate or other ways of ensuring effective communication with you.
- Have confidence in our commitment to resolving your complaints and concerns – and always treat the Health Centre’s staff as you would expect them to treat you ... with dignity and respect.

### OUR COMMITMENT TO YOU ...

Sunbury Health Centre will:

- Acknowledge your complaint within three (3) working days, and explain how we shall handle your complaint/s and what further information we may need.
- Give you the name and contact details of the person who will investigate your complaint.
- Be happy to update you on the progress of your complaint, if you contact the Practice Manager during the period of investigation.
- Ensure that making a complaint will not adversely affect your ongoing or future treatment or your care, in any way.

- Listen to your proposals and suggestions for service improvements, and implement them if we agree that your proposals will improve patient care.

### **WE SHALL FOLLOW AN OPEN AND FAIR PROCESS BY ...**

- Listening to you carefully, and making every effort to fully understand your complaint.
- Requesting all the information that we may need from you.
- Explaining how we shall investigate all of your specific concerns.
- Being open and honest with you throughout the investigation, eg. by ensuring the Duty of Candour is complied with if you have suffered harm, and ensuring that you get copies of any relevant investigation reports.
- Sharing evidence, findings and facts with you, once the process of investigation has been completed.
- Ensuring that you have access to the local complaints advocacy service and other appropriate advocacy services, in order to support and advise you during the complaints investigations.
- Explaining our decisions and recommendations, and how we have reached them.
- Carefully evaluating all the information that we have gathered, in order to make a decision on your complaint.
- Explaining how to obtain an independent investigation of your complaint through the Ombudsman, if you are dissatisfied with our findings.

### **WE SHALL GIVE YOU AN EXCELLENT SERVICE BY...**

- Always treating you with courtesy and respect.
- Providing you with a full and detailed response to our complaint, as soon as possible.
- Always responding fully to your complaint within thirty (30) working days, unless there are exceptional circumstance, in which case, we shall explain the reasons for any delay.
- Making sure our services are easily accessible to you, and giving you support and help if you need it.
- Ensuring that the information you give is held securely and confidentially.

## USE YOUR COMPLAINT TO IMPROVE SERVICES BY ...

- Listening to your feedback and using it to improve our services.
- Offering to meet with you to discuss your complaint.
- Apologising if we have made mistakes and aiming to quickly put things right, whenever possible.
- Sharing with you that we have learned from investigating your complaint, and telling you how we are working to improve services.
- With your consent, sharing with colleagues, commissioners, patients, Healthwatch and other patients' groups, what we have learned from your complaint.

## WHAT YOU CAN EXPECT FROM THE SUNBURY HEALTH CENTRE

- To address your complaint as quickly and effectively as possible.
- Give you any information you ask for that is relevant to your complaint and within a reasonable amount of time.
- Show you how we have taken action on the recommendations arising from your complaint.
- Consider a claim through our normal process for reimbursement, if you have suffered loss as a result of our actions.

## THE OMBUDSMAN

The Health Service Ombudsman can make final decisions on complaints that have not been resolved locally by the NHS, or the Local Authority.

- Parliamentary and Health Service Ombudsman  
Telephone: 0345 015 4033      [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## THE INDEPENDENT COMPLAINTS ADVOCACY SERVICE

This service will support and advise people who wish to make complaints about local health services, and promote the delivery of the Complaints Charter.

- Helpline: 01273 229 002

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## HEALTHWATCH SURREY

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Healthwatch Surrey will promote delivery of this Complaints Charter, and will provide advice on the best way of making complaints.

- Healthwatch Helpdesk – Open 9.00am – 5.00pm Monday – Thursday  
10.00am – 4.30pm Friday  
Telephone: 0303 303 0023

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## ACCESS FOR EVERYONE

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Access the Complaints Charter in different languages or formats – Easyread, large print, Braille, plain text or any other presentation or version.

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## TELL US WHAT WENT WELL

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We should like to know what went well for you, in order that services can be improved by learning from your positive experiences.

- The Practice Manager  
Sunbury Health Centre, Green Street, SUNBURY ON THAMES, TW16 6RH  
Telephone: 01932 713399

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## CHARTER REVIEW

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This Complaints Charter will be reviewed jointly, and biennially, by Sunbury Health Centre staff and the Patient Participation Group.

- [www.sunburyhealthcentre.co.uk](http://www.sunburyhealthcentre.co.uk)
- [www.sunburyhealthcentre-ppg.com](http://www.sunburyhealthcentre-ppg.com)

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## WHO DO I CONTACT FOR MORE INFORMATION?

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If you would like to talk about your concerns with someone independent from the care team, or get detailed information about each step of the NHS complaints process, you can contact the Independent Complaints Advocacy Service, Healthwatch Surrey or the Patient Participation Group.

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## MORE INFORMATION

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You can also complain to NHS England about the Practice.

- P. O. Box 16738, REDDITCH, B97 9PT  
Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

If you are making a complaint, please state: 'For the attention of the Complaints Team' in the subject line.

- Tel: 0300 311 2233
- Opening Hours: 8.00am – 6.00pm Monday to Friday – except Wednesday when it opens at 9.30am.

**WHICH MAGAZINE**

[www.which.co.uk/sonsumer-rights/advice/how-to-complain-if-youre-unhappy-with-your-gp-or-gp-surgery](http://www.which.co.uk/sonsumer-rights/advice/how-to-complain-if-youre-unhappy-with-your-gp-or-gp-surgery)

<b>SUNBURY HEALTH CENTRE COMPLAINTS CHARTER</b>	<b>28 OCTOBER 2017</b>
<b>AGREED AND COMPLETED ON:</b>	
<b>SIGNED:</b>	