

Complaining

Please use our Practice complaints procedure and address your complaint to:

Mrs Charlotte Norris

Langport Surgery

North Street

Somerset

TA10 9RH

Tel: 01458 250464

If you are not satisfied with the outcome of your complaint, you

can contact: The Parliamentary & Health Service Ombudsman

Website: www.ombudsman.org.uk

By email: phso.enquiries@ombudsman.org.uk

By telephone: 0345 015 4033

You can contact Swan Advocacy for help and support with your complaint:

Swan Advocacy, Hi Point, Thomas Street, Taunton, TA2 6HB

Website: www.swanadvocacy.org.uk

Email: somerset@swanadvocacy.org.uk

Telephone: 03333 447928

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Langport Surgery

Modern Medicine with traditional values provided by a professional, caring team



CONCERNS AND COMPLAINTS PROCEDURE

North Street Langport Somerset TA10 9RH

Tel: 01458 250464

www.langportsurgery.co.uk



Practice Complaints Procedure

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria. If your complaint is about someone not directly employed by the doctors, i.e. District Nurse, Health Visitor or Midwife, a message can be passed on to them by our staff.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved 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, because this will enable us to establish what happened more easily. If this is not possible, we need to have details of your complaint within twelve months of the incident and/or of you becoming aware that you have a problem.

The Complaints Manager (Operations Manager) will retain the discretion to investigate complaints brought later, if there are good reasons for the delay and it is possible to carry out an investigation.

We ask for complaints to be made in writing addressed to the Operations Manager or any of the doctors. Alternatively, you may ask to speak with or arrange an appointment with the Operations Manager in order to discuss your concerns. The complaints procedure will be explained to you and we will make sure that your concerns are dealt with promptly. Please be as specific as possible about your complaint.

Further information can be found on the practice website, <https://langportsurgery.co.uk/contact-the-practice/>.

What we will do

We will acknowledge your complaint within three working days and start our investigation. Once our investigation is complete we will then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint we will aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like this.
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure there is no recurrence.

Complaining on behalf of someone else

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 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.