

# **NEW MILTON HEALTH CENTRE PRACTICE**

## **Formal Complaints Information**

**Drs Thurston, Bentley, Campbell, Cracknell,  
Rutherford and Howard**

## **How to Make a Complaint**



**Spencer Road, New Milton, Hants. BH25 6EN**

**Tel: (01425) 621188**

**Fax: (01425) 620646**

**[www.newmiltonhealthcentre.co.uk](http://www.newmiltonhealthcentre.co.uk)**

# NEW MILTON HEALTH CENTRE PRACTICE

## Formal Complaints Information

### Making a Complaint

New Milton Health Centre has high expectations of quality in all that it does. We hope to resolve any problems without resort to this formal process, but where a complaint is felt necessary, we will do everything we can to respond well.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing or electronically, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident,
- or within 12 months of you discovering that you have a problem.

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. (*See below process*).

We are able to provide you with a complaints form to record your complaint if you wish; this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide the complaint in your own format providing this covers all the necessary aspects.

# NEW MILTON HEALTH CENTRE PRACTICE

## Formal Complaints Information

**Send your written complaint to:**

*Mrs Ceri Olsen  
Practice Manager  
New Milton Health Centre  
Spencer Road  
New Milton  
Hants  
BH25 6EN*

**Or email to:** [ceri.olsen@nhs.net](mailto:ceri.olsen@nhs.net)

If you are unhappy about using the practice complaints procedure, you can make your formal complaint direct to NHS England, who commissions our service. You can make your complaint orally, in writing or electronically to them:

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
**Contact Number:** 0300 311 2233  
**Postal address:** *NHS England  
PO Box 16738  
REDDITCH  
B97 9PT*

### **Complaints about another NHS Service provider**

If your complaint is about a hospital, mental health or community trust, you should raise your complaint directly to the service provider or write to West Hampshire Clinical Commissioning Group who commissions their services on your behalf.

# NEW MILTON HEALTH CENTRE PRACTICE

## Formal Complaints Information

### Contact details:

**Tel:** Free phone 0800 456 1633  
**Email:** [WHCCG.YourFeedback@nhs.net](mailto:WHCCG.YourFeedback@nhs.net)  
**Postal address:** Diane Law  
Patient Experience and Complaints Manager  
Omega House  
112 Southampton Road  
Eastleigh SO505PB

### What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt of your formal complaint within 3 working days, either verbally or in writing and indicate how long we expect to take in our investigation. This will depend on type of complaint, complexity and people involved.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved, if you would like to do so. You may be invited to meet with the Practice Managers and the person(s) concerned or our clinical complaints lead to attempt to resolve the issue. You can ask to receive our reply in writing without attending a meeting should you so wish.

Should you require assistance in making your complaint contact **Healthwatch Hampshire** they will provide help.

Contact them at **01962 440 262**

Or visit their website:

<http://www.healthwatchhampshire.co.uk/>

# **NEW MILTON HEALTH CENTRE PRACTICE**

## **Formal Complaints Information**

Where your complaint involves the practice and another organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### **Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

## **NEW MILTON HEALTH CENTRE PRACTICE Formal Complaints Information**

We may still need to correspond direct with the patient, or may be able to deal direct with the third party and this depends on the wording of the authority provided.

### **Still Dissatisfied? What You Can Do.**

If you are still dissatisfied after local investigation and resolution you may ask for an independent review by writing to the Parliamentary and Healthcare Services Ombudsman:

*The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP*

Tel 0345 0154033

Email: [phso.enquireies@ombudsman.org.uk](mailto:phso.enquireies@ombudsman.org.uk)

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