

Alternatively, we will send one to you to return to us when we receive your initial written complaint.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

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

If you wish someone else to complain on your behalf you will need to provide written consent. A form can be provided at reception if required.

If you are dissatisfied with the outcome

If you are dissatisfied with the outcome of the complaint you have the right to approach the Parliamentary & Health Service Ombudsman. Their contact details are:

By post: **The Parliamentary and Health Service Ombudsman,
Millbank Tower,
30 Millbank,
London, SW1P 4QP**

By telephone: **0345 0154033**

Online:

<http://www.ombudsman.org.uk/make-a-complaint>

You may also approach Healthwatch:

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

or:

The Independent Health Complaints Advocacy (IHCA) for help or advice:

<http://www.seap.org.uk/services/nhs-complaints-advocacy/>



Complaints Procedure

North West Surrey Integrated Care Services (NICS) Ltd

Making a Complaint

NICS encourages all patients and visitors to share their views about our services.

We aim to provide the highest standard in healthcare so if you have a concern we aim to sort this out as quickly as possible. If possible, we would always encourage patients/visitors to speak to staff in the area where the problem has occurred straight away.

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 as soon as possible giving as much detail as you can, as this helps us to establish what happened more easily. All concerns should be raised:

- Within 12 months of the incident, or
- Within 12 months of you becoming aware of the matter

Send your written complaint to:

NICS HR Lead: **Mr N Glynn**

By email: nics.admin@nhs.net

By post: **Southview Surgery,
Guildford Road, Woking,
Surrey, GU22 7RR**

You may also make your complaint directly to NHS England, who commission our service:

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

By telephone: **03003 11 22 33**

By email: england.contactus@nhs.net

Further information about NHS England's complaints procedure can be found here:

www.england.nhs.uk/contact-us/complaint/

What We Do Next

Once we have received your complaint an acknowledgement letter will be sent within three working days. We will let you know how long it may take to resolve your complaint.

You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. We will keep you informed as the investigation progresses. If you would like to meet with staff to discuss your concerns this can be arranged.

When investigating a complaint, we will attempt to see what happened and why, to see if there is something we can learn from this.

Where your complaint involves more than one 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 initially sent to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

When the investigations are complete a final response letter will be sent to you and include details of the result of your complaint, any actions that have been taken and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We have a responsibility to keep all patient information as confidential as possible and cannot discuss any details with a third party unless we have received the patient's permission. 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. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

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