

In the unlikely event that you remain dissatisfied with the conclusion of your complaint, you have the right to contact the **Care Quality Commission (CQC)** and request a review of your complaint.

CQC is the independent regulator for all Health and Social Care services in England, whether they are provided by the NHS, local authorities, private companies or voluntary organisations.

Tel: 03000 616161
www.cqc.org.uk

If you are still dissatisfied following the outcome of the CQC review, you can request the **Parliamentary & Health Service Ombudsman** to investigate your case. The Ombudsman is completely independent of the NHS, Government and private provider companies. The Ombudsman is not obliged to investigate every complaint and, in general, will not take up a complaint which has not first been through the above procedures.

The address for this is:

The Health Service Ombudsman for England,
11th Floor, Millbank Tower,
London, SW1P 4QP.
Tel: 01345 015 4033
www.ombudsman.org.uk

EXPLANATIONS

- * Conciliation is a way of dealing with complaints which helps to avoid adversarial situations. By bringing the two sides together with a neutral conciliator, it aims to come up with a satisfactory conclusion for both parties.

Either you or the Practice can ask for conciliation, but both parties must agree to it taking place.

Conciliation is most often used to help with complaints about 'Primary Care' Services - for instance GP's Primary Care Trusts (PCTs) are required to provide conciliation services. However, your NHS Trust or PCT may also offer you this service if you make a complaint to them.

- ** If you are not happy with the result of local resolution, you can ask for an independent review. This should be done within 28 days of the outcome of local resolution.

Your request will be considered by a trained convener. The convener will be a non-executive director of the NHS organisation or someone else appointed, by the organisation, specifically to act as convener.

You will be asked to explain, in writing, exactly why the local resolution was unsatisfactory. The convener will consider your request with the help of an independent person.

Sovereign Practice

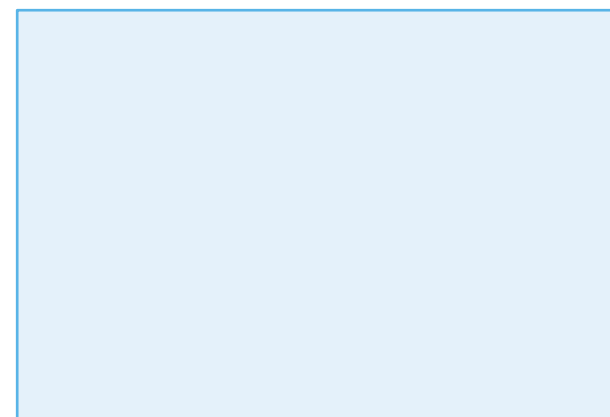
Princes Park Health Centre, Wartling Road,
Eastbourne, BN22 7PG.
Tel: 01323 744644 Fax: 01323 736094
Email: G81022.text@nhs.net

Eastbourne Healthcare Partnership

The Health Centre (Horder), Wartling Road,
Eastbourne, BN22 7PF.
Tel: 01323 434101 Fax: 01323 434123
Email: G81022.text@nhs.net

Sovereign Practice and Eastbourne Healthcare Partnership

What to do if you have a complaint



HOW TO COMPLAIN

Staff members will do whatever they can to make sure you are treated properly and promptly. However, things do go wrong.

You have every right to complain if the Service you receive falls short of what you expect.

If you are not happy with any aspect of your care:

- The first step is to contact the **Practice Manager** to try to resolve your complaint. This will be done with the full consultation of Dr Andrews, Senior Partner.
- They may offer to bring in a **conciliation service*** - This can often help to resolve complaints more quickly and amicably.
- If you are still unhappy, you can ask for an **independent review**** to take place.
- Finally, if your complaint is still not resolved to your satisfaction, you should contact **NHS England** -

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233
Email: england.contactus@nhs.net

* Please see back page for explanations of asterisked items.

ADVICE AND SUPPORT

You can ask the **Patient Advice and Liaison Service (PALS)** Office, at the **Primary Care Trust (PCT)**, for information and help on using their complaints procedure.

Officers from PALS are available in all hospitals. They offer confidential advice, support and information on health-related matters to patients, their families and their carers.

You can telephone **NHS Direct** on 0845 4647 for information on how to complain.

You can expect a full and prompt reply to any complaint made against the Practice within 10 working days.

The Independent Complaints Advocacy Service (ICAS) is a national service that supports people who wish to make a complaint about their NHS care or treatment.

Contact your local ICAS office through the hospital manager, PALS, or by calling the following number:

South East - 0845 600 8616.

Further local resolution might be suggested or, if this is not considered appropriate, the convener may decide to set up an independent review panel to consider the complaint.

The panel will consist of three people: a lay chair (nominated from a list of people held by the Department of Health), the convener and a third person (either from the local PCT or from the above-mentioned list). The panel will ask for expert advice if the issue is of a clinical nature.

REPORTS

The panel will prepare a report explaining the results of its investigation together with its conclusions and any suggestions. You will receive a copy of the report.

The Practice Manager and the Senior Partner will write to you setting out what they have done about the panel's suggestions.

If you would like to see a more detailed document about our Complaints Process, our Practice Manager, Graham Willoughby, will be happy to supply one.