Details of your complaint

Where this occurred: ……………………………………………………

Please explain what happened: (in date order if possible)
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What changes would you like the medical practice to consider so that this situation does not happen again?
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Signed .......................................................... Date........................................
WHEN THINGS GO WRONG

We want to know your concerns, your experiences and your complaints, as quickly as possible

The Kingskerswell and Ipplepen Medical Practice Team are committed to providing a high quality NHS family doctor service, the kind of service they would want to receive themselves. The team are continually looking for ways to learn and improve work procedures.

Sadly in medicine and medical administration, as in all walks of life sometimes things do go wrong and it is important that at the earliest opportunity our patients feel able to tell us about this.

For this reason, when things go wrong, the General Practice Manager Bob Hooper, or one of his senior team, will meet personally with you face-to-face in the surgery or in your home to listen carefully to your experience. They will do everything they can to put things right. The senior team consists of Sonia Cartwright, the Manager’s Assistant, and three duty Administration Managers: Lynsey Mizen-Shaw, Lindsey England and Rosie Muscott. Please do ask to speak to the General Practice Manager or one of the senior managers immediately if something goes wrong.

Often however it is helpful for patients to set out the detail of their grievance(s) in writing; so we have supplied the attached complaints form for this purpose. If you prefer you can also phone the Manager on 01803 - 874456 or if you can email him at robert.hooper@nhs.net

All complaints are confidential and treated as “Significant Events” from which learning points are extracted. Where possible procedures are modified or refresher training initiated.

All complaints are normally acknowledged within three working days and we will try to action them as a matter of priority. If you are not satisfied with the Medical Practice’s handling of your complaint you can refer the matter NHS England on 0300 3112233 or go to www.england.nhs.uk and from the home page – Contact us/How to make a complaint to NHS England. If there is no local resolution of your complaint then NHS England can advise you how to refer the matter to the Health Service Ombudsman.

<table>
<thead>
<tr>
<th>Your contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Name:</strong></td>
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<tr>
<td><strong>Patient Address:</strong></td>
</tr>
<tr>
<td><strong>Patient Email:</strong></td>
</tr>
<tr>
<td><strong>Contact Number(s):</strong></td>
</tr>
</tbody>
</table>

If making a complaint on behalf of a patient, please obtain their written consent by ensuring they sign this form, then complete your details below

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Contact Number:</td>
</tr>
</tbody>
</table>

**Your relationship to Patient:**

**Patient's signature:**