

COMMENTS AND COMPLAINTS

The doctors and staff at the practice are very interested to know what you are thinking about the services that we offer at the surgery. We realise that there are times when you may want to make a comment about our work, others when you may have a good idea about how we can make improvements.

We understand that people do not like making comments, complaints or suggestions believing this might upset someone or cause problems. We do however, positively welcome your views because we want to offer the best service possible. We hope that if you have a problem you will use our complaints procedure in order for us to be able to resolve the matter locally in-house.

We take all complaints seriously. If you have a comment, complaint or any suggestions, please tell a member of staff. He or she will ask you for some brief details and then pass them on immediately to our practice manager, Debra Garey, who will either talk to you at that time, or contact you within a few days. If you would like to talk to a doctor or a nurse, this can be arranged without difficulty

If you would like to write down your views;

Please address your letter to Debra Garey (Practice Manager)

Book an appointment with Debra Garey, in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly and in strict confidence.

To provide feedback;

Please complete an FFT (Friends and Family Test) and return it to the practice

Add a review on our NHS Choices Page

Our complaints procedure is available from "Policies page" on our website, or see a receptionist for further advices

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read our GDPR Privacy Policy carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

STATEMENT UPDATED ON Saturday, 26 October 2019, NEXT REVIEW DATE ON MONDAY 26TH OCTOBER 2020