

HELP US TO GET IT RIGHT

Kingswood Medical Group

Kingswood Surgery Kingswood Ave, Swindon SN3 2RJ Tel: 01793 534699
Carfax Medical Centre, 1 Islington Street, Swindon SN1 2DQ Tel: 01793 541655

As a family practice our staff are committed to:

- Dealing with everyone equally
- Providing the highest possible level of care for our patients
- Supplying the information, you need about our services
- Encouraging the promotion of good health throughout our local community.

We work to the following Quality Standards:

- A Medical Professional will respond rapidly in an emergency and for urgent medical problems we have a Duty Doctor available to deal with your problem on the same day
- We try to answer the telephone within 5 rings of the call being connected
- We will protect confidential information given to us
- We care for you professionally as an individual and where possible respond to what you say.

We continuously work to raise our Standards by:

- Improving our services
- Making better use of resources to speed things up and keep you informed
- Asking you what you think about our Services and taking into account your comments.

Service Improvement:

We want to know when things go wrong, but we also want to know when you think we have done something well. Have we helped you in a special way that could benefit others to?

Do you have any ideas for improvement? We welcome comments and there is space at the back of this leaflet for your comments/ideas.

If you feel we have not performed to our high standards, and you would like to bring this to our attention please use the space at the back of this leaflet.

COMPLAINTS PROCEDURE PROTOCOL

The Care Quality Commission brings together the responsibilities of the Commission for Social Care Inspection, the Mental Health Act Commission and the Health Care Commission. The independent review function of the Healthcare Commission will be assumed by the Parliamentary Commissioner for Health (The Ombudsman). This new Commission oversees the complaints procedure of the whole of the National Health Service and Social Care.

At Kingswood Surgery & Carfax Medical Centre we aim to provide a high level of service to all our patients. Unfortunately, there are occasions when we fall short of these intentions. If you feel that you would like to make a complaint against the surgery, you can do so using any of the following methods:

- Orally to the Practice Manager when available
- In writing
- Electronically

In addition to contacting the Surgery directly you are also able to make a complaint via:

NHS Complaints Advocacy

VoiceAbility Swindon

Tel: 0300 303 1660 Email: helpline@voicability.org

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4 QP

Tel: 0345 015 4033 Web: www.ombudsman.org.uk

You should make your complaint within 12 months of an incident happening. However, this 12-month limit does not apply if there were good reasons for not making the complaint within the time limit. Also, if despite the delay it is still possible to investigate matters effectively and fairly a complaint can be made outside this time scale.

There are two stages of complaints handling, you may make your complaint either to the Surgery via the Practice Manager (Tel no: 01793 534699 email: bswib.kmgpracticemanager@nhs.net) or via one the alternatives given above.

Within Kingswood Medical Group the following personnel are responsible for dealing with complaints.

Dr Andrew Slater, Partner is responsible for ensuring compliance with our complaint's procedure. The Practice Manager is responsible for managing the complaint procedure.

Whenever possible your complaint will be acknowledged within 3 working days either orally or in writing, at this time a course of action will be agreed regarding discussing the matter.

If you are not happy with the outcome of the complaint the second stage of the complaints handling allows you to contact the Parliamentary Commissioner for Health (The Ombudsman)

You have the right to ask the Parliamentary and Health Service Ombudsman to undertake an independent investigation of your complaint, You can contact them at the address above.

If you wish to make a complaint against Kingswood Medical Group please complete the form at the back of this leaflet, or if you would like to speak to the Practice Manager directly, please ask at Reception; if on site and available they will come and meet with you immediately.

COMMENTS

FOR THE IMMEDIATE ATTENTION OF THE PRACTICE MANAGER

Use this space to write any suggestions or comments you have on our service:

If you would like us to acknowledge your comments, please fill in your name and address:

Mr/Miss/Mrs/Ms/Other Title: Initials:

Surname:

Address:

..... Postcode:

Telephone No Mobile.....