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## **PATIENT INFORMATION LEAFLET COMPLAINTS**

At all times we aim to provide the best possible service. There may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services we provide.

If you wish to make a complaint, please visit, phone or write to our practice manager. She will take full details of your complaint and indicate what action is to be taken. She will contact you by telephone or in writing within one week or she will contact you to explain if there is a delay, stating the reason for the delay.

We think it is important to deal with complaints swiftly so you will normally be offered an appointment for a meeting to discuss matters within seven days. Occasionally, if we have to make a lot of enquiries, it might take a little longer, but we will keep you informed. You may bring a friend or relative with you to the meeting.

We will address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that, at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate authorities that will be able to help you.

Please note that we have to respect our duty of confidentiality to patients and a patients' consent will be necessary if that patient in person does not make the complaint.

The NHS Complaints procedure is now a two stage process with the emphasis on local resolution i.e. complain to the practice to give us the chance to address your concerns, put things right and make any necessary changes. You can either:-

1. Contact or write to the practice manager with your complaint and she will contact you to either talk to you on the telephone or arrange a meeting.

**Or**

2. Contact the NHS England (address below)

**You cannot do both**

If the complaint is not handled to your satisfaction by either of the above you have the right to take it further with the NHS Ombudsman (address below).

### **Contacts**

**NHS England, PO Box 16738 Redditch B97 9PT**  
Tel: 0300 311 2233 Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

*Reviewed Oct 2015*

**The Parliamentary and Health Service Ombudsman**  
Millbank Tower, Millbank, London, SW1P 4QP  
Telephone: 0345 015 4033 Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

*For independent advice and assistance with your complaint, contact:*

**Independent Advocacy Service**  
**Swan Advocacy (Somerset Office)**  
**Hi-point, Thomas Street**  
**TAUNTON TA2 6HB**  
**TEL 03333 44 7928**  
**EMAIL [Somerset@swanadvocacy.org.uk](mailto:Somerset@swanadvocacy.org.uk)**  
**Website [www.somerset-ias.org.uk](http://www.somerset-ias.org.uk)**

Our practice is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into, and if necessary, put right any problems you have identified or mistakes that have been made.