

Complaints

If you wish to complain or have any concerns about the service you have received from the doctors or a member of staff at Greenview Surgery, please let us know. We hope that most problems can be sorted out easily and quickly often at the time they arise and with the person concerned. If your problem cannot be resolved in this way, and you wish to make a complaint, please let us know as soon as possible, ideally within a matter of days or at most a few weeks, as this will enable us to establish what happened more easily. Complaints must be made within twelve months from the date on which the incident occurred or from when the matter came to your attention.

We operate a Practice Complaints Procedure and this meets national criteria – The Local Authority Social Services and National Health Services Complaints (England) Regulations 2009. This procedure does not deal with matters of legal liability of compensation.

Please send your complaint to the surgery at the address below or ask to speak to the Practice Manager when visiting the surgery.

Your complaint should be addressed to the Practice Manager:

*Mrs Liz Perryman
Greenview Surgery
129 Hazeldene Road
Northampton
NN2 7PB*

Upon receipt of your complaint, Mrs Perryman will explain the complaints procedure to you and offer you the opportunity to discuss an agreed approach either by telephone or in person. You will be informed how the complaint is to be handled and you will be given expected timescales for a response. If you are not satisfied with the initial response you can refer your complaint for investigation by the Parliamentary and Health Service Ombudsman.

Please note that the practice must ensure strict adherence to the rule of medical confidentiality.

We cannot provide confidential information without appropriate authority if you are not the patient in question. A note signed by the patient concerned must be obtained unless they are incapable (because of illness) of providing this.

We shall aim to acknowledge your complaint within three working days and to investigate it within ten working days. We shall then be in a position to offer you an explanation, or a meeting with the individuals involved.

We aim to:-

- (a) Find out what happened and what went wrong
- (b) Make it possible for you to discuss the problem with those concerned.
- (c) Make sure you receive an apology, if this is appropriate.
- (d) Identify what we can do to make sure the problem doesn't occur again.