



Help Us Get it Right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

If you require information in a different format, please let us know.

Adelaide Surgery

Address: 20 Adelaide Street Ope, Stonehouse, Plymouth, PL1 3JF

Telephone: 01752 667 623

Email: adelaidest.surgery@nhs.net

St Levan Surgery

Address: 350 St Levan Road, Keyham, Plymouth, PL2 1JR

Telephone: 01752 561 973

Email: stlevan.surgery@nhs.net

Elizabeth Brimacombe Managing Partner, **Dr Mary Embleton** MB ChB DRCOG MRCGP, **Dr Andy Gaston** MB ChB MRCGP Msc, **Dr Alison Weaving** MBBS MRCGP DCH DRCOG, **Dr Richard Ayres** MBChB MDMMed MRCP MRCGP DRCOG DCH DRM&H, **Dr Gen Riley** BSc(first) MBChB MRCGP DRCOG DFSRH, **Penelope Andrews** BSc(Hons) Nursing RN

Comments, Complaints & Suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to listen if there is any way that you think that we can improve the service we provide

Talk to Us

If you have any complaints or concerns about the treatment or care that you have received at the practice, 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 sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the occurrence that caused the problem; or
- 12 months from the time you become aware of the matter about which you wish to complain

Liz Brimacombe, our managing partner will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to Liz Brimacombe

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice via email or letter for the attention of the Managing Partner as soon as possible

What We Shall Do

Our complaints procedure is designed to make sure that we settle any complaint as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. Subject to all information and staff being available. We shall then, where appropriate, be in a position to offer you an explanation, or a meeting with the people involved

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again

We will investigate all complaints effectively, and with the utmost confidentiality, in conjunction with current legislation and guidance. Lengthy, or complex complaints may, by nature take longer to respond to.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing. We will liaise with you about the progress of any complaint.

Complaining on Behalf of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Without this permission the practice will not discuss the patient or any aspect of their care.

What You Can Do Instead

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However, this does not affect your right to approach the local Integrated Care Board (Devon ICB) if you feel you cannot raise your complaint with us.

Devon ICB will support patients and their representative with any concerns or complaints regarding primary care services in Devon.

They will contact us on your behalf:

- Telephone: 0300 123 1672
- Email: d-icb.patientexperience@nhs.net
- Post: Patient Advice and Complaints team, NHS Devon, Aperture House, Pynes Hill, Rydon Lane, Exeter, Devon, EX2 5AZ
- Contact information can also be found on the One Devon website: www.onedevon.org.uk/contact-us/patient-advice-and-complaints/

What You Can Do Next

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Health Ombudsman (PHSO) to escalate your complaint.

You can contact them on 0345 015 4033, or write to them at:

The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP www.ombudsman.org.uk