

### Compliments, Comments, Concerns and Complaints

'Compliments, Comments, Concerns and Complaints are welcome from all patients, carers and service users. Your comments positive or negative are taken very seriously, and help us to improve the services we provide.'

#### Compliments and Comments

If you feel we are doing things well we would like you to let us know. Listening to comments can help us develop our services for patients based on others experience. All compliments and comments are fed back to staff to reinforce much of the good work being done.

#### Concerns

Don't be afraid to say what you feel, we take all concerns seriously and welcome them as a way of improving the services we provide. Bringing your concerns to us will not effect your future treatment or care. We would much rather know your feelings so that we can put things right and work with you to make things better.

If you are unhappy with the care or treatment you or someone else is receiving, please tell a member of staff straight away. **Don't wait until the treatment is finished.** Most issues can be solved by simply talking them through with the people directly involved in the treatment. They will hopefully be able to resolve any concerns immediately.

If you would prefer to speak to someone other than the staff responsible for your care, you can contact the **Patient Advice and Liason Service (PALS)**. PALS will give you confidential help and advice – see back of leaflet for contact details

If you are still unhappy and we are unable to resolve your concerns, you may wish to make a complaint. It is very helpful if you could raise your concerns at the earliest possible date. The sooner we are aware of complaints the more likely it will be that the matter can be investigated and satisfactorily resolved.

### What to do if you wish to complain

#### Either

Speak directly to the Practice Manager

#### Or

Write to the Practice Manager

#### Address

Dipton Surgery  
Browns Buildings  
1-2 Front Street  
Dipton Stanley  
DH9 9AB

#### Telephone number

01207 571222

#### Fax

01207 570070

### What will happen after you make a complaint

When ever a complaint is received it will be treated confidentially, and we will try to:-

- Write to you within two working days of receiving your letter
- Investigate your complaint thoroughly
- Talk to and if necessary meet with the people involved
- Keep you informed if investigations take longer than expected
- Give you a detailed written response within 20 working days of receiving your complaint
- Take action to put the problems right

#### Please note

We cannot access confidential medical notes without permission of the patient.

We cannot investigate complaints raised more than six months after the time it happened, unless there are special circumstances

## Complaints Procedure

## Appendix 5

### If you are not satisfied with our response

In all cases we will try to resolve your complaint in the practice. If however you are unhappy with our response, you can make a request for your complaint to be considered by the County Durham Primary Care Trust.

Complaints Manager  
County Durham Primary Care Trust  
The Greenhouse  
Amos Drive  
Greencroft Industrial Park  
Annfield Plain  
Stanley  
Co Durham  
DH9 7XP

Tel 01207 523600

### P.A.L.S.The Patient Advice and Liaison Service

P.A.L.S.The Patient Advice and Liaison Service (PALS) is a confidential, one-stop service which aims to improve services to NHS patients by:

- Advising and supporting patients, their families and carers.
- Providing information on NHS services.
- Listening to your concerns, suggestions or queries and feeding back comments and trends to Trust committee service providers, and feeding back comments and trends to the service
- Helping to sort out problems quickly on your behalf.

PALS does not replace the existing complaints procedure - further information on how to make a formal complaint is available from PALS.

PALS can be accessed by patients, their relatives, friends and carers using health care services within County Durham.

Base for PALS staff:

The Greenhouse  
Greencroft Industrial Estate  
Annfield Plain  
Stanley  
County Durham  
DH9 7XP

Freephone Number: 0800 195 7998

Email [pals@cdpct.nhs.uk](mailto:pals@cdpct.nhs.uk)