OAKLEY HEALTH GROUP

Complaints Procedure

We all have the right to good health care. If you are unhappy with your GP surgery, you are entitled to make a complaint.

The Oakley Health Group Complaints Manager is Sarah King (Patient Liaison Manager), who is responsible for the overall management, investigation and correspondence to complaints. The Complaints Lead is our GP Partner & Clinical Complaints Lead, Dr Jamie Buxton. The Complaints Manager and Complaints Lead are supported by James Beesley (Business Manager).

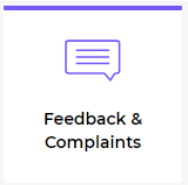
Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at the Oakley Health Group. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be dealt with straight away. Please speak to a member of staff if you have a concern and they will attempt to resolve your issues where possible. Alternatively, ask to speak to the Complaints Manager, Sarah King, but note this may need to be a booked appointment.

A complaint can be made verbally or in writing. You can complain via email to frimleyicb.ohg.communications@nhs.net or complete the forms on our Feedback and Complaints section of our website www.oakleyhealth.org



If for any reason you do not want to complain directly to the Oakley Health Group, then you can request that the Hampshire and Isle of Wight Integrated Care Board (HIOW ICB) investigate your complaint. They will then contact us on your behalf:

The Concerns and Complaints Team at NHS HIOW ICB can be contacted using the details below:

- Phone: 023 8231 1200
- Email: hiowh.concernsandcomplaints@nhs.net
- Post: Concerns and Complaints Team
  7 Sterne Road
  Tatchbury Mount, Calmore
  Southampton, SO40 2RZ

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Time frames for complaints

For your complaint to be investigated, you need to register it within 12 months of the event happening, or as soon as you first become aware of the issue.

The Complaints Manager will respond to you within three working days to acknowledge your complaint, and if possible, resolve it. Once it has been acknowledged, there are no timescales when considering a complaint, simply that it must be investigated thoroughly, and that the complainant should be kept up to date with the progress of their complaint.

What to include in your complaint

When making a formal complaint you should include the following:

- What or who you are complaining about
- What happened and when
- How you would like us to resolve your complaint
- Your contact details

Investigating complaints

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint. All complaints will be dealt with in conjunction with current NHS legislation and guidance, according to the NHS Constitution. We will issue a final formal response which will provide full details of the outcome of the complaint.

If you need help to make a complaint

If you require help making a complaint, there are services available to contact:

NHS Advocacy can give you free, confidential and independent support with making your complaint. This service is provided by your local authority, contact the council's social care service and ask about advocacy services.

There are also charities that may be able to assist including:

POhWER support centre - can be contacted via 0300 456 2370
Advocacy People gives advocacy support on 0330 440 9000
Age UK on 0800 055 6112

More information is also available on the Healthwatch Hampshire website.

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Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient; however, the patient must provide written consent for them to do so. If you're complaining on behalf of someone else, include their written consent with your complaint as this will speed up the process.

Further action

If you are unhappy with the outcome of your complaint from either the Oakley Health Group or the HIOW ICB, then you can escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO). The ombudsman is independent of the NHS and is free to use. It can help resolve your complaint, but you must have received a final response from your GP practice before the ombudsman will look at it.

For more information, contact the PHSO on:

- Phone: 0345 015 4033
- Website: www.ombudsman.org.uk