

HOW TO COMPLAIN ABOUT COLCHESTER MEDICAL PRACTICE:

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. It would be a great help if you are as specific as possible about your complaint which can be made in writing or verbally. Complaints should be addressed to the operations manager using the following contact details:

By telephone: Castle Gardens Medical Centre – 01206 866626
Parsons Health Medical Centre – 01206 864395
Shrub End Surgery - 01206 573605
Wimpole Road Surgery - 01206 794794

By Email: castlegardens@nhs.net (covering all sites)

By post: Colchester Medical Practice, 78 East Hill, Colchester, CO1 2QS

Alternatively patients can complain directly to NHS England who commission our services. NHS England can be contacted as follows:

By telephone: 0300 311 2233
By Email: england.contactus@nhs.net
By post: NHS England, PO Box 16738, Redditch, B97 9PT

WHAT WE SHALL DO:

We shall acknowledge your complaint within three working days and aim to have responded as swiftly as possible to your complaint within an agreed timescale from the date you raised it with us. We usually aim to respond within 25 working days. We shall then be in a position to offer you a full response, an apology if appropriate or a meeting with the people involved. Please be assured that your care will not be impacted by making a complaint.

When we look into your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and take appropriate action wherever possible.

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 their permission to do so.

A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness or disability) to provide this. Without suitable authority we cannot answer a complaint, however serious.

This does not affect your right to approach the (PHSO) Parliamentary Health Service Ombudsman for independent review if you are not happy with the response about your complaint. This must be done within a year of when you became aware of the problem. The PHSO can be contacted as follows:

By post: The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
By phone: Ombudsman's Helpline on (0345) 015 4033
Online at: www.ombudsman.org.uk

COMPLAINING TO THE NEE CLINICAL COMMISSIONING GROUP:

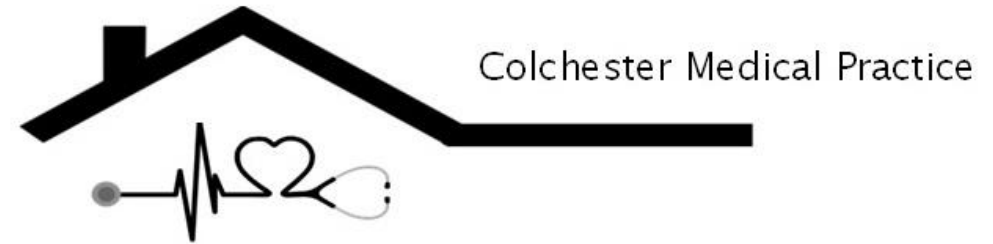
You can only make a complaint to the North East Essex Clinical Commissioning Group about services that they directly commission. This does not include complaints about most aspects of Colchester Medical Practice.

The Complaints Team, NHS North East Essex CCG, Aspen House, Stephenson Road, Severalls Business Park, Colchester, CO4 9QR
By phone: 01206 918700
By email: neeccg.enquiries@nhs.net
Online at: <http://www.neessexccg.nhs.uk>

PATIENT ADVOCACY SERVICE:

For patients who need assistance in making a complaint there is a dedicated independent advocacy service for Essex called **Essex Advocacy** who can be contacted as follows:

By Phone: 0300 34 35 736
By SMS/Text: Start message with SEAP and sent to 80800
By Email: info@essexadvocacy.org.uk
By Post: Essex Advocacy, PO Box 375, Hastings, TN34 9HU



COMPLAINING ABOUT HOSPITAL SERVICES:

The PALS team covers Colchester General Hospital and some services at Clacton, Harwich and Halstead Hospitals.

In person

Colchester General Hospital main entrance reception staff will direct patients and relatives to their point of contact at the hospital.

Although the PALS team see people by appointment only, they can visit patients on the wards at Colchester General Hospital, if requested. Friends or relatives are welcome to contact PALS on a patient's behalf, but they must have the patient's consent before they can discuss any issues regarding their healthcare.

By phone

PALS can be contacted by telephone from 9am to 5pm, Monday to Friday (confidential answerphone out of hours)

Freephone 0800 389 6819
Direct line 01206 742683 or 746448
(Internal extension 2683 or 6448)

If your call is urgent and you require assistance outside these hours please dial 01206 747474 and ask to speak to the Duty Matron.

In writing

Patient Advice and Liaison Service
Colchester General Hospital
Turner Road
Colchester
Essex
CO4 5JL

By email: NEECCG.PALS@nhs.net

Practice Complaints Procedure

**Castle Gardens
Medical Centre
78 East Hill
Colchester
CO1 2QS
Tel: 01206 866626**

**Parsons Heath
Medical Practice
35a Parsons Heath
Colchester
CO4 3HS
Tel: 01206 864395**

**Shrub End
Surgery
122 Shrub End Road
Colchester
CO3 4RY
Tel: 01206 573605**

**Wimpole Road
Surgery
52 Wimpole Road
Colchester
CO1 2DL
Tel: 01206 794794**

www.colchestermedicalpractice.co.uk