

Who can complain.

If you are the registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their expressed written authority.

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment by The Orchard Partnership and that they authorise someone else to speak on their behalf.

Where the patient is incapable of providing consent due to illness, accident or other health matter, it may still be possible to raise a complaint. You will need to explain these circumstances when writing to us in order for us to establish these grounds.

Please note that we are unable to discuss any issue relating to someone else without their expressed written permission (unless they are incapable of providing that consent) and you are therefore acting in their best interest.

We may still need to correspond directly with the patient, or we may be able to correspond with the third party - this all depends on the wording of the authority provided.

If you are dissatisfied with the outcome:

You have the right to approach the ombudsman to investigate your complaint.

Their contact details are:

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Email: phso.enquiries@ombudsman.org.uk

Independent Health Complaints Advocacy

You can get free help and support from an Advocacy Service when pursuing your complaint. They offer a free, independent and confidential advice and support service for people making a complaint relating to either health or social care.

Address: The Advocacy People
PO Box 375, Hastings, East Sussex, TN34 9HU
Tel: 0300 343 5733
Email: info@theadvocacypeople.org.uk

The Orchard Partnership

Patient Complaints Information

This leaflet explains what to do if you are not satisfied about the care you (or someone you have authority to represent) have received from The Orchard Partnership.



What to do if you are not happy with the care you have received from The Orchard Partnership.

Your care matters to us.

Sometimes things can go wrong, and it's important we understand when they do - so that we can try and put things right and learn how to prevent them happening again in the future.

We will consider all feedback and complaints and want to assure you that if you need to complain, you will be listened to and will not be treated any differently.

How to raise your concern or complaint.

Most problems can be sorted out quickly and easily, often at the time they arise.

1. In the first instance, where appropriate, please informally raise your concern with the team member caring for you. This may be a member of our clinical or non-clinical team and they will do their best to help you at the time.

2. Where it is not possible to resolve your complaint in this way, you have the right to make a formal complaint and you should do so in writing as soon as possible after the event (and always within 12 months of it taking place). This helps the investigation to establish the facts of the complaint.

Who do I write to?

Please put your complaint in writing and send to the following address:

The Complaints Manager
Old Orchard Surgery
South Street
Wilton
Salisbury
SP2 0JU
T: 01722 744775

When writing your complaint, please provide your NHS number, home address and outline the nature of your complaint, providing as much detail as you feel necessary. Please provide any details clearly in order for us to investigate the matter.

Complaints Manager: Mr Druce
Senior Partner: Dr Banfield

What we will do.

We look to resolve complaints as soon as possible because this is in every parties best interests.

We will:

- Acknowledge receipt of your letter within 3 working days.
- Aim to have looked into the matter within 10 working days. At which point we will then let you know the outcome of our investigation.

You may then receive a formal reply in writing and may be asked for further information, or invited to a resolution meeting if we deem that is appropriate.

If the matter is likely to take longer than our anticipated timeframe, we will let you know. We will also keep you informed of any progress and will let you know if we need any more information from you.

When looking in to a complaint we attempt to:

- See what happened and why. This is to establish the facts of the matter, considering different perspectives and potential reasons for any actions.
- Explore any possible learning points as an organisation and for any team members involved. This will help us review what we can improve or change, so that we can try to prevent it happening again in the future.
- Consider any appropriate mediation or reconciliation that may be appropriate to the individual and unique circumstances of your complaint.

When the investigations are complete, your complaint will be determined and a final response will be sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will attempt to liaise with that organisation directly. This is so that you receive one coordinated reply. In some circumstances, we may need your consent to do this, in which case we will ask for your permission.

Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct organisation to deal with.