

# CROSS KEYS SURGERY

## HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT

**This leaflet will explain:**

**The system for complaining, make a comment or suggestion or give a compliment**

**Why we have this system**

**How it will help you**

### **The System**

We receive compliments in many different ways and appreciate every single one, from a kindly worded letter to someone just saying 'thank you'. We will also gratefully receive comments about any aspect of your care and appreciate the opportunity to discuss your views.

Any suggestions can be handed in to reception or put in the 'suggestion box' which is on the wall in reception.

If you are at all unhappy with the care or service you have received, please remember that we are here to help and to remedy the situation as best we can. If you have a complaint please visit our website [www.crosskeyspractice.co.uk](http://www.crosskeyspractice.co.uk) to see our Complaints Procedure.

Please write to The Surgery or email us at: [info@crosskeyspractice.co.uk](mailto:info@crosskeyspractice.co.uk).

Your complaint will be acknowledged verbally or in writing within 3 days and you will receive a verbal(if agreeable) or written response within 21 days.

All administration queries will be dealt with by the Practice Manager and all medical queries by your usual GP or Senior Partner. All complaints are discussed with the Senior Partner.

It is often helpful to meet with us and discuss your concerns, rather than writing a letter, and we will be happy to arrange this if you prefer.

### **Why we have the system**

We have this system to make sure that all who are involved in your compliment or complaint can learn from your experience, focus on any training issues that may arise and to praise members of staff. It also provides a good form of communication with individual patients to explain our systems and services in more detail, based on their own individual experiences.

### **How it will help you.**

It will help you by providing a constructive way for you to communicate your positive experiences at the surgery, or any concerns you may have, and provide the opportunity to discuss them with a member of staff. We view all compliments or complaints constructively to enable us to improve our service to you.

NHS England  
Thames Valley Area Team  
Jubilee House  
5510 John Smith Drive  
Oxford Business Park South  
Oxford  
OX4 2LH

01865 336800

NHS central complaints line 0300 311 2233

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If you are still not happy with the response provided, you can ask the independent [Parliamentary and Health Service Ombudsman](#) to look at your complaint.

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London, SW1P 4QP  
Phone: 0345 015 4033

For public health services complaints, contact the [Local Government Ombudsman](#).

The [NHS Constitution](#) sets out your rights as a patient, and explains the commitments the NHS has made to providing you with a high-quality service. Organisations providing NHS care must take account of the NHS Constitution when treating you, so you may find it helpful to refer to it if you are thinking about making a complaint.