



Practice Complaints Procedure

We operate an in-house complaints procedure to deal with your complaint. This procedure does not deal with matters of legal liability or compensation.

We're sorry if we've not got things quite right and promise to:

- **Listen** to your complaint or concern
- **Respond** by establishing a clear, appropriate plan of action, and provide you with relevant support and advice
- **Improve** the service however we can

Please be aware that all our services are chargeable. We cannot provide medical advice by just sending us results. In order to advise you, you need to either book a telephone consultation or - if available - a written report - and advise us which specific results you want us to review.

If you send us your whole health history and want us to review this, it might be very time consuming and costly.

Last updated: 30.12.2019

CountryHealth
Cornwallis Chambers, 23 Great Colman Street,
Ipswich, IP4 2AN
contact@countryhealth.co.uk
Tel – 01449 833 833 / 01473 218373

How it works

Our practise strives to provide the best possible service for our patients. Sometimes you may feel that we have not met your needs. Often this is due to a misunderstanding and the best way to move forward is to let us know why you are unhappy that we can put things right. We hope that we can resolve your problem easily and promptly, often at the time the problem arises and with the person concerned.

If you have any complaints or concerns about the service you have received from any staff working at our practice you are entitled to ask for an explanation.

The first step:

You get in touch and tell us why you aren't happy:

- Please write to contact@countryhealth.co.uk or give us a call on 01473 218 373, 01449 833 833 or 07771 448559.
- You can also write to us at CountryHealth, 23 Great Colman Street, Ipswich, IP4 2AN.
- We will acknowledge your complaint within a couple of days of receiving it. This may well be a phone call to make sure we fully understand the complaint.
- We reply to you and offer you an explanation within seven working days.

If you are still unhappy

If your problem cannot be sorted out in this way and you wish to make a formal complaint we would like you to do so as soon as possible. This will enable us to establish what happened more easily.

Please make your complaint in writing to Our Practice.

Countryhealth
Complaints Manager
Cornwallis Chambers
23 Great Colman Street
Ipswich IP4 2AN

What happens next:

- We aim to make a full response within the next 14 working days. During that time we will conduct an investigation to find out what has happened and whether there is any action that can be taken to put things right. If we need a bit longer we will notify you and keep you fully informed until our investigations have been concluded
- Our response will include:
 - a. An apology
 - b. An explanation of what has happened
 - c. A problem resolution - if possible
- We will record your complaint internally and identify what we can do to make sure that the problem does not happen again

Some important points

If you would like assistance with making your complaint a member of staff will be able to help you.

Please be assured that any complaint you make written or verbal will be treated in strict confidence.

If you would prefer a family member, friend or advocate making the complaint on your behalf, they may do so.

However whilst we can receive a complaint on your behalf we cannot provide any medical information to a third party without your authority. To discuss or provide confidential information we would require a note signed and dated by you. A member of our staff would be happy to assist you with this.

Getting further help with your complaint

We hope that through our practice complaints procedure we can resolve your problem satisfactorily. We believe that this will give us the best chance to put the matter right with you and the opportunity to improve our services for all our patients.

Here are some organisations that can give helpful advice and support:

Patients Association

A national health care charity that highlights patients' concerns and needs. It provides advice aimed at helping people to get the best out of their health care and tells you where you can get more information and advice. Contact the Patients Association's helpline on 0845 608 4455 or visit www.patients-association.org.uk.

Citizens Advice

If you need advice or wish to report problems with goods or services, bought from a trader based in the UK, the appropriate advice agency is the Citizens Advice Consumer Service.

Citizens Advice provides free, confidential and independent advice from over 3,000 locations. Advice is available face-to-face and by phone. Most of their bureaux offer home visits and some also provide email advice. To find out more, visit www.citizensadvice.org.uk or contact them on 03454 04 05 06.

The Healthwatch Network

Healthwatch is the independent consumer champion for health and social care in England. It's responsible for supporting people with their health and social care concerns and for passing on your thoughts and concerns to local health and social care organisations.

Healthwatch does not investigate individual cases or complaints but will be able to point you in the direction of organisations that can help you. You can find your nearest Healthwatch by visiting the website at www.healthwatch.co.uk or phoning 03000 683 000 between the hours of 08:30 – 17:30 Monday to Friday.

The Care Quality Commission CQC

If you have experienced poor care, or you know that poor care is being provided somewhere, you can inform the CQC. They use the information when they are inspecting health and social care services to make sure that they are meeting important standards of quality and safety.

Their contact details are:

Telephone: 03000 616161

E-mail: enquiries@cqc.org.uk

Postal address: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Please be aware that they do not settle individual complaints.

The GMC

If you have concerns about the performance of a doctor, you can inform the GMC. You can find further information here:

<https://www.gmc-uk.org/concerns/information-for-patients>