

Complaints Form

Living Well Partnership strives to provide the best level of service and patient care possible. However, we recognise there may be occasions when things may not go so well, and patients may be less satisfied with their patient journey throughout the practice. We are sorry that you have had the need to raise concerns with us, however, we welcome the opportunity to hear about any concerns you may have and would like us to investigate.

What is a complaint?

A complaint is when:

- you are not happy with an organisation's service or something it did or didn't do, and
- you want the organisation to answer your concerns and put things right.

We value your feedback as it enables us to identify improvements to our service. If you would like to highlight any areas of concern, you can:

- completing this form and returning it to the front desk;
- speak to a member of our Patient Services Team;
- complete the Feedback Questionnaire on our website, or
- via automated text message following a consultation.

We hope that if you're dissatisfied with the level of care or service you have received, you will give us the opportunity to investigate and where necessary, to put right, any problems you have identified or mistakes that may have been made. In most cases, problems can be resolved quickly and easily, often at the time they arise, **by discussing your concerns with us.**

If your problem cannot be resolved in this way, you may wish to make a complaint by:

- completing this form and handing it in at the front desk;
- write to our **Complaints and Patient Feedback Manager** at:
Living Well Partnership
Centre for Healthy Living
Weston Lane
Weston
Southampton
Hants
SO19 9GH
- or email hiowicb-hsi.livingwell.partnership@nhs.net addressed to our **Complaints and Patient Feedback Manager**

Our Complaints and Patient Feedback Manager will acknowledge receipt of your complaint within **three working days**, following which an investigation may be conducted. For more information, please see our complaints policy.

Help with your complaint

If you feel you cannot raise your complaint with us, you can contact **NHS England** on 0300 311 22 33, england.contactus@nhs.net (please write 'For the attention of the complaints team' in the subject line), or by post at NHS England, PO Box 16738, Redditch, B97 9PT. Alternatively, for Complaints about your **GP Practice** (if you wish to pursue this avenue), **Dentist or Optometrist**, Call: 0300 561 0290, email Frimleyicb.southeastcomplaints@nhs.net or write to South East Complaints Hub, NHS Frimley ICB, King Edward VII Hospital, St Leonards Road, Windsor, SL4 3DP.

If you have a complaint about the **111, Out of Hours Service or Ambulance Service**, please contact the relevant Patient Experience Service directly on 0300 123 9280 or email patientexperience@scas.nhs.uk.

If your complaint is about the care of **University Hospitals Southampton**, please call 023 8120 6325, write to PALS Southampton General Hospital, Tremona Road, Southampton, Hampshire, SO16 6YD or Email pals@uhs.nhs.uk.

****Please note that you can raise a complaint directly to either Living Well Partnership, NHS England, Hants & IOW ICB or to the Parliamentary Health Service Ombudsman, however, you cannot raise the same complaint with multiple agencies****

For independent advice on how to make a complaint, please call **Healthwatch England** on 03000 68 3000 or visit www.healthwatch.co.uk for details of your local service.

Complaining on behalf of someone else

We adhere to the rules of medical confidentiality, so if you are complaining on behalf of another person over the age of 16, we must have their permission for you to do so on every occasion. A signed consent form by the person concerned will be requested unless they are incapable of providing this. Consent is required even if you already have permission to speak to the Partnership about ongoing health matters on the person's behalf. If we do not receive a signed consent form within 3 months, we shall presume that the patient does not wish for the complaint to be investigated.

If the person is over 16 and their mental capacity is unimpaired, they should normally complain themselves.

Children under the age of 16 can also complain.

Tips for getting the most out of your complaint:

1. Briefly explain:
 - What happened
 - Who was involved
 - When it happened
 - Where it happened
 - How it has affected you or someone else.
2. Decide what you hope to achieve as an outcome.

3. Raise your complaint as soon as possible.
4. Keep to the point, we don't want to miss vital information.
5. Remain polite and courteous throughout the process.

Raising a complaint with Living Well Partnership will not alter any ongoing treatment you receive from us. We believe that working together, we can learn any potential improvements which may need to be implemented to ensure we can deliver the best possible care and service. The best way to achieve this, is for both parties to work together, not against each other.

We understand that occasionally, patients may become frustrated when things don't go so well, however, it is important that any frustrations or upset are not directed at members of our staff under any circumstances. The best way to resolve any potential issues is to calmly discuss them with a member of our team or write to us explaining the situation. This enables us to investigate your concerns and provide you with a full, comprehensive response to any concerns raised, offer any apologies that may be needed and identify any learning points we can use to improve upon our services.

Thank you for sharing your feedback.

Complaints Form

Date of Complaint:

Details of person making complaint:

Full Name:

Address:

Postcode:

Telephone Number:

Relation to Patient:

Patient's Name (if not complainant):

Address:

Post Code:

Date of Birth:

Summary of Complaint (Please continue on another page if needed):