



DRS ROUND, BRIDGER, BALL, CAMPBELL, PURCHAS & LIN

IF YOU FEEL YOU HAVE A PROBLEM WITH OUR SERVICES.....

We always aim to provide the best possible service, however there may be times when you feel this has not been done; this leaflet explains what to do if you have a problem with the service we provide for you. In this event please visit, telephone or email Debbie Barnicoat, Practice Manager who will take full details and indicate what action is to be taken. Alternatively if you choose to write down your complaint please use the attached form. Should you wish to speak to a doctor or nurse this can also be arranged. Alternately if you need impartial help or advice in resolving a problem the **Patient Advice and Liaison Service (PALS)*** can help you.

Please let us know promptly if you have a complaint, it is important such matters are dealt with swiftly. The sooner you make known your feelings known, the sooner matters can be dealt with. In accordance with the NHS Complaints procedure complaints must be raised within 6 months of the incident or within 6 months of the date of discovering the problem provided that it is within 12 months of the incident.

There are two stages to the Complaints Procedure. Firstly, following receipt of your complaint we will acknowledge your complaint within 3 working days. We will investigate your complaint and may need to talk to other staff and look at your medical records. We will keep you informed of the progress, letting you know if there are any delays in resolving your complaint. Please be assured that all information about you will be kept confidential and your complaint will not be recorded on your medical records.

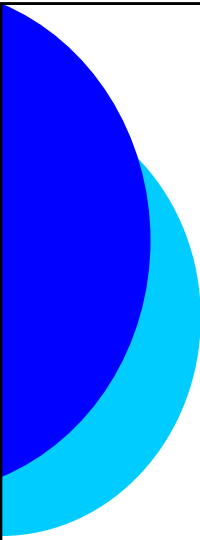
If preferred, you may wish to copy your complaint to NHS Cornwall and Isles of Scilly, who will be happy to monitor how we handle your complaint. You may also contact them direct and they will forward your complaint to us.

We hope that you feel satisfied that we have dealt with the matter thoroughly, however if you are unhappy with the response then you have the right to raise your concerns with the **Health or Local Government Ombudsman*** - this is the second stage. Should you wish to exercise this right, you will need to do this within 6 months of receiving the outcome of your complaint.

We have a special procedure for young people and you will need to ask at reception to speak to the young people's champion to discuss this.

***CONTACTS:**

Mrs Debbie Barnicoat
Practice Manager
Probus Surgery
Tregony Road
Probus
Truro
TR2 4JZ



Patient Advice & Liaison Service (PALS)
Royal Cornwall Hospital
Truro
Cornwall TR1 3LJ
01872 252793

* Health Service Ombudsman - www.ombudsman.org.uk
The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London, SW1P 4QP
Tel 0345 015 4033

Or Local Government Parliamentary Ombudsman - www.lgo.org.uk

NHS Cornwall and Isles of scilly
Sedgemoor Centre, Priory Road, St Austell, PL25 5AS
Tel: 0845 170 8000