

# **PRACTICE COMPLAINTS PROCEDURE**

**East Hill Surgery  
Colchester  
CO1 2RW**

**Tel: 01206 866133**

## **HOW TO COMPLAIN:**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. It would be a great help if you are as specific as possible about your complaint which can be made in writing or verbally. Complaints should be addressed to the Practice Manager using the following contact details:

By telephone: 01206 866133

By email: [easthillsurgery@nhs.net](mailto:easthillsurgery@nhs.net)

By Post: East Hill Surgery, 78 East Hill, Colchester, CO1 2RW

Alternatively, patients can complain directly to NHS England who commission our services. NHS England can be contacted as follows:

By telephone: 0300 311 2233

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By post: NHS England, PO Box 16738, Redditch, B97 9PT

## **WHAT WE SHALL DO:**

We shall acknowledge your complaint within three working days and aim to have responded as swiftly as possible to your complaint within an agreed timescale from the date you raised it with us. If there is any delay to our response, we will write to inform you of the delay. We shall be in a position to offer you a full response, an apology if appropriate or a meeting with the people involved. Please be assured that your care will not be impacted by making a complaint.

When we look into your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and to take appropriate action wherever possible.

## **COMPLAINING ON BEHALF OF SOMEONE ELSE:**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

A letter of consent signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. Without suitable authority we cannot answer a complaint, however serious.

### **What you can do next**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However, this does not affect your right to approach the local Suffolk & North East Essex Integrated Care Board (SNEE ICB) if you feel you cannot raise your complaint with us or your complaint is about a service that is directly commissioned by them.

The Patient Advice & Liaison Service for SNEE ICB can be contacted as follows:

By Post: PALS, NHS Suffolk & North East Essex ICB, Aspen House, Stephenson Road, Severalls Business Park, Colchester, CO4 9OR  
By email: [sneeicb.pals@nhs.net](mailto:sneeicb.pals@nhs.net) or [sneeicb.complaints@nhs.net](mailto:sneeicb.complaints@nhs.net)  
By telephone: 0800 389 6819 (option 1)

### **PATIENT ADVOCACY SERVICE:**

If you need any support or assistance in pursuing your complaint, you may wish to contact the following NHS Complaints Advocacy services.

Essex Re-Think  
Telephone: 0300 790 0559  
Email: [essexadvocacy@rethink.org](mailto:essexadvocacy@rethink.org)  
Web: [www.rethinkessexadvocacy.org](http://www.rethinkessexadvocacy.org)

Healthwatch Essex  
Telephone: 0300 500 1895  
Email: [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)  
Web: <https://www.healthwatchessex.org.uk>

POhWER  
Personal Telephone: 0300 456 2370

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Post: PO Box 14043, Birmingham, B6 9BL

Web: [www.pohwer.net](http://www.pohwer.net)

who provide a free, confidential service for NHS service users

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary Health Service Ombudsman (PHSO) to review your case.

The Ombudsman is independent of Government and the NHS. Her service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although she can waive them if she thinks there is a good reason to do so. If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact them in the following way:

By post: The Parliamentary and Health Service Ombudsman,  
Millbank Tower, Millbank, London, SW1P 4QP

By phone: Helpline on 0345 015 4033

On line at: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **COMPLAINING ABOUT HOSPITAL SERVICES:**

The PALS Team covers Colchester General Hospital (ESNEFT) and some services at Clacton, Harwich and Halstead Hospitals.

#### **In person**

The hospital main reception staff will direct patient and relatives to their point of contact at the hospital.

#### **By Phone**

PALS can be contacted by telephone from 9am to 5pm Mon to Friday (confidential answerphone out of hours).

Freephone 0800 389 6819

Direct Dial 01206 742683 or 746448 (internal ext 2683 Or 6448). If your call is urgent and you require assistance outside these hours please call 01206 747474 and ask to speak to the Site Matron.

#### **In Writing**

Patient Advice & Liaison Service  
Colchester General Hospital  
Turner Road  
Colchester  
CO4 5JL

## **By Email**

[PALS@nhs.net](mailto:PALS@nhs.net) (stating Colchester Hospital in the subject line)

## **Help us get it right.**

We constantly try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can improve our services.

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