

## If you are Dissatisfied with the Outcome

**Symphony Healthcare Services aims to resolve all complaints locally at practice level.**

However, if you remain dissatisfied with your response you have the right to approach the Parliamentary and Health Service Ombudsman. Their contact details are:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

**Telephone:** 0345 0154033  
**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**You may also approach:**

### **Somerset CCG patient advice and liaison (PALS)**

Somerset Clinical Commissioning Group  
Freepost RRKL-XKSC-ACSG  
Yeovil  
Somerset  
BA22 8HR

**Telephone:** 08000 851067

**Email:** [somccg.pals@nhs.net](mailto:somccg.pals@nhs.net)

### **NHS England**

NHS England  
PO Box 16738  
Redditch  
B97 9PT

**Telephone:** 0300 311 22 33

**Email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Website:** [www.england.nhs.uk/contact-us](http://www.england.nhs.uk/contact-us)

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

### **For Independent Health Advocacy services:**

Swan Advocacy  
Somerset Office  
Hi-point, Thomas Street,  
Taunton, TA2 6HB

**Telephone:** 03333 44 7928

**Email:** [Somerset@swanadvocacy.org.uk](mailto:Somerset@swanadvocacy.org.uk)

**Website:** [www.somerset-ias.org.uk](http://www.somerset-ias.org.uk)



# Concerns, Complaints and Compliments

## Patient Information Leaflet

**Bruton Surgery**  
Patwell Lane  
Bruton  
BA10 0EG

01749 812310

[Bruton.surgery@nhs.net](mailto:Bruton.surgery@nhs.net)

May 2021

*Updated May 2021, next review May 2023*

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident, or
- Within 12 months of you becoming aware of the matter causing the complaint, giving as much detail as you can.

You can complain about your own care but you are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

**Please send your written complaint to our Complaints Manager:**

Practice Manager  
Bruton Surgery, Patwell Lane, Bruton, BA10 0EG  
[Bruton.surgery@nhs.net](mailto:Bruton.surgery@nhs.net)

## What we do next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## Complaining on behalf of another

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Complaints can be made on behalf of a child. However, the grounds for the complaint must be reasonable and in the best interests of the child.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

**Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.**

We may still need to correspond directly with the patient, or we may be able to deal direct with the third party. This depends on the wording of the authority provided.