

**Tamar Medical Centre  
Severn Drive  
Perton**

## **Compliments Suggestions and Complaints**

### **Our promise**

We will always try to offer you and your family the best service we can, bearing in mind the limits of NHS resources and what is allowed.

Sometimes however, being a good doctor may bring us into conflict with what you expect – for example, we may disagree that you need a sick note.

### **Making a complaint**

If you are unhappy about any aspect of our service, we would always ask that in the first instance you discuss the problem with the practice manager or one of the doctors.

If you are still unhappy, you may wish to make a formal complaint. To do this you will need to ask the practice manager for a complaints form.

You can either fill it in yourself or ask someone to do it for you. Please be specific with names and dates so that we can investigate the matter properly.

It would also help if you could let us know what you want to happen, for example, an apology or action taken to prevent the same thing happening again.

### **What happens next?**

If the complaint was made in writing, a letter of acknowledgement will be sent to you by the first available post.

If the complaint is about a member of staff, then he or she will be asked for their comments.

Once all the evidence has been collected, the complaint will be considered carefully by the doctors.

You will then be contacted in one of the following ways:

- by phone
- by letter
- asked to call in to the surgery and discuss the matter

## What if I'm still not happy?

If your complaint can't be sorted out by the practice, then it is your right to take the matter further.

If you want to pursue your complaint you should contact

South Staffordshire PCT,  
Anglesey House,  
Wheelhouse Road,  
Rugeley,  
Staffordshire,  
WS15 1UW.  
Tel: 01889 571700

## Pleased with what we do?

Your comments are very important to us – good or bad!

We keep a record of all compliments, suggestions and complaints which are regularly discussed as we look at ways to improve our service. The record also forms part of our yearly appraisal which is carried out by doctors from another practice.

If you think we are doing something particularly well or if you want to praise a member of staff, please let us know.

We'd also like to hear from you if you have any suggestions as to how we can improve our service. You can do this by contacting the practice manager on 01902 755053