

Help the Practice to keep Improving

St Lukes Medical Centre is always looking for the views of our patients, be them positive or negative. All of your feedback helps us to continuously improve the services we can offer to you.

If we have done something well, on a regular basis or just a one off then please tell us so that we can build on this. Similarly if you think we have not met your expectations let us know so that we can try to put things right, and importantly not make the same mistake again.

St Lukes Complaints Procedure

If you feel that you have a complaint about the service you have received from any member of staff within the Practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints.

As part of our Complaints Policy it is ensured that you are not discriminated against, or subjected to any negative impact on your care and treatment

If your complaint involves another organisation we will liaise with them so you receive one coordinated reply. Where your complaint has been sent initially to the wrong organisation we will seek your consent to forward it to the correct person to deal with it.

Making a Complaint

Most issues can be resolved if they are raised with the staff member concerned. If the problem cannot be resolved at this stage please contact the Practice Manager who will try to assist you and offer further advice on the complaints procedure.

If you wish to make a formal complaint following this please let us know as soon as possible, ideally within days, as this enables the practice to get a clearer picture of the issue. If this is not possible please let us have details within the following timescales:

- Within 6 months of the incident that caused the problem
- Within 6 months of discovering that you have a problem, provided this is within 12 months

The Practice will acknowledge your complaint within 3 working days, and aim to have looked into your complaint within 10 working days. At this point you may receive a formal written response or be invited to meet with the person(s) involved.

When the investigation is complete your response will look to have:

- Ascertained the full circumstances
- Made arrangements for you to meet with those concerned, if this is your wish
- Made sure you receive adequate apology where necessary
- Identify what the practice can do to ensure the problem does not happen again

Complaining on Behalf of Someone Else

St Lukes keeps to the strict rules of medical and personal confidentiality. If you are complaining on behalf of someone else the Practice will require written consent of the person involved, to confirm that they are unhappy with their treatment and wish for you to deal with the issue on their behalf. If this is not possible due to illness or disability please speak to the Practice Manager.

Organisations that may offer assistance or advice:

Healthwatch Torbay

This is an independent consumer watchdog for Health & Social Care services in the Bay

Tel 0800 0520 029

Email: info@healthwatchtorbay.co.uk

PALS

The Patient Advice & Liaison Service (PALS) is able to offer confidential advice and support

Torbay

Tel 01803 217397

Email: palsandcomplaints.tct.@nhs.net

NHS Devon

Tel 01392 207819