

# HIGHFIELD SURGERY

How to make a complaint about the  
services you have received at  
Highfield Surgery

**TELL US  
ABOUT IT!**



**Highfield Surgery**  
**Highfield Way**  
**Hazlemere**  
**HIGH WYCOMBE**  
**HP15 7UW**

**Phone: 01494 813396 / 813496**  
**Web: [www.highfieldsurgeryhazlemere.co.uk](http://www.highfieldsurgeryhazlemere.co.uk)**



**Dr Jill Deacon**  
**Dr Martin Davis**  
**Dr Lena Poulton**  
**Dr Sarah Rapsey**

## **Tell us about it**

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We aim to provide the best possible service and your comments will help us to know how we are performing. We want to make sure we continue to do the things we do well. If something has gone wrong we will look at what has happened to see where we can improve – so what you say may help others in the future.

## **Tell us soon!**

It is important to contact us as soon as possible after the event, while it is fresh in people's minds. We would like you to let us know as soon as possible, ideally within a matter of days or at most a few weeks.

## **How to make a complaint**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Please talk to the staff involved. They will do their best to resolve problems immediately.

If you find it difficult to do this, then you can write to the surgery and tell us about it. Please address your comments to the Practice Manager.

## **What we will do**

We will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. We will then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint we will aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problems with those concerned, if you would like this
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.

## **Complaining on behalf of someone else**

Please note that we have to keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **Making a formal complaint**

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong. This does not affect your right to make a formal complaint.

If you feel you cannot raise your complaint with us, you can contact:

## **Patient Advice and Liaison Service (PALS)**

NHS Central Southern Commissioning Support Unit  
2nd Floor, Albert House  
Queen Victoria Road  
HIGH WYCOMBE  
HP11 1AG

Tel: 0800 328 5640

Or you may escalate your complaint to the Parliamentary and Health Service Ombudsman

## **Parliamentary and Health Service Ombudsman**

Millbank Tower  
30 Millbank  
LONDON, SW1P 4QP

Tel: 0345 015 4033

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