

Carole Brown Health Centre
St Nicholas Court, Church
Lane, Dersingham, PE31 6GZ

Tele: 01485 500 139
Fax: 01485 545 378

Fairstead Surgery
Fairstead Estate, King's Lynn,
Norfolk, PE30 4SR

Tele: 01553 772 063
Fax: 01553 771 463

Gayton Road Health Centre
Gayton Road, King's Lynn,
Norfolk, PE30 4DY

Tele: 01553 600 075
Fax: 01553 600 985

Hunstanton Medical Practice
Valentine Road, Hunstanton,
Norfolk, PE36 5DN

Tele: 01485 532 859
Fax: 01485 534 608

St. Augustine's Surgery
Columbia Way,
King's Lynn, PE30 2LB

Tele: 01553 769 614
Fax: 01553 769 694

The Hollies Surgery
Paradise Road, Downham
Market, Norfolk, PE38 9JE

Tele: 01366 310 301
Fax: 01366 384 855

COMPLAINTS

If you have any complaint or concern about the service that you have received from the Doctors or staff working for this Practice, you are entitled to ask for an explanation.

We have an in-house complaints procedure to deal with your complaint, although it does not deal with matters of legal liability or compensation. Also, we must adhere to the rules of medical confidentiality and we cannot provide confidential information without appropriate authority if you are not the Patient in question. This procedure does not affect your right to make a formal complaint to the NHS Complaints Ombudsman, who gives the following advice: -

1. Make a complaint to the NHS organisation (in this case, Vida Healthcare) as soon as you can. Complaining to them directly might get the matter resolved quickly. Explain why you're unhappy and how you want them to put things right. For information on how to complain, you can contact your local Independent Complaints Advocacy Service (ICAS). You'll find their details on the NHS Choices website (www.nhs.uk).
2. Give Vida Healthcare a chance to resolve your complaint and give you their final response. Make sure you keep copies of all letters about your complaint.
3. If you're unhappy with how Vida Healthcare have dealt with your complaint, contact the Health Service Ombudsman by visiting www.ombudsman.org.uk or calling 0345 015 4033 or writing to Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

It would help us if you would use the attached complaint form to write down the nature of your complaint and then return it to me. Please ask one of our receptionists to help you, if necessary.

We will send you an acknowledgement of your complaint or contact you direct within four working days and will contact you again about it as soon as possible.

Ana Weston
Head of People and Governance

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COMPLAINT FORM

Complainant's details:

Name.....

Address.....

Telephone number:.....

Patient details (if different from above)

Name.....

Address.....

Telephone number.....

Summary of complaint (i.e. what is it you most wish to complain about?)

Full details of complaint:

Date.....Time.....Place.....

Identify member(s) of Practice.....

Full description of events (i.e. the fact and circumstances giving rise to your complaint):

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Complainant's signature.....Date.....

Where the complainant is not the Patient:

I.....hereby authorise the above complaint to be made and I agree that members of the Practice staff may disclose (in so far only as it is necessary to do so to answer the complaint) confidential information about me which I provided to them.

Patient's signature.....Date.....