

If for any reason our investigation takes longer than the 10 working days period we will write to you to advise you accordingly and keep you informed of our progress.

If our written response does not satisfy you we will provide details of the actions available to you to take the matter further. This will be detailed on our written response to your complaint.

Where can I get further advice and support?

If you would prefer to speak to someone not directly involved with the surgery you can contact Healthwatch 01702 356066.

Healthwatch are available to provide information and support to patients, their families and carers and can be particularly helpful if you do not want to make a formal complaint but still want to raise a concern or ask for information.

The Valkyrie Surgery
Valkyrie Primary Care Centre
50 Valkyrie Road
Westcliff on Sea
Essex

Tel 01702 221622
Fax 01702 221623



How to complain and compliment us



The Valkyrie Surgery

How to Complain /Compliment

The Doctors and Staff at Valkyries Surgery understand the importance of listening to all our service users and we value any comments you may have about the services we provide. If you have a comment about any service we provide or any suggestions for how we may improve our service, please submit your comments/suggestion in writing to the Practice Manager.



- While we always like to hear when we have done a good job, we would also like to know when we do not get things right.
- We take all complaints seriously and investigate them thoroughly.
- We aim to learn from any mistakes and where necessary will make changes to our working practices.

Be assured there is no need to fear that you or your family's future care needs will be affected by making a complaint.

How do I comment about my treatment at Valkyries Surgery?

Whilst our staff aim to provide the best possible service we do recognise that sometimes things go wrong. In such instances the complaints procedure detailed below should be used to make a complaint.

Alternatively, you may wish to compliment our staff for the service provided.

How do I make a complaint?

- The easiest and quickest way is to tell the member of staff who is directly involved in your care. They will often be able to put thing right straight away.
- If they are not able to help, or if you would prefer not to approach them, you can either ask to speak to the Reception Manager or Practice Manager.
- If you wish to complain in writing please contact the Practice Manager at the address below:

The Practice Manager
Valkyries Surgery
50 Valkyrie Road
Westcliff on Sea
Essex
SS0 8BU

We do not accept complaints via email as there may be a delay in responding due to the high volume of emails received each day.

Alternatively ring 01702 221622 and ask to speak to the Practice Manager.

If your complaint involves the Practice Manager then any of the Doctors at the surgery may be approached so that you can make your complaint.

In all cases please state your complaint as clearly as possible, this will help us to investigate it quickly and thoroughly. Also, it would be helpful if you can give some indication of the outcome you expect as a result of your complaint; this will help us to work towards a quick resolution of your complaint.

Practice Manager has discretion to waive this time limit if there are good reasons why you could not complain earlier.

Who can complain?

A complaint can also be made by someone acting on behalf of the patient or person, **with their written consent**.

- Wherever possible the patient or person directly involved should make the complaint.
- Please tell us if you are complaining on someone else's behalf. In order to protect patient confidentiality it will be necessary for us to ask for a patient's written consent before we can give any information to a third party.

What we will do when we receive your complaint.

We aim to resolve any complaints as soon as possible, this may involve discussion by telephone or in some circumstances we may ask you to meet at the surgery to discuss your issues.

We will try to acknowledge all written complaints within the period of three working days beginning with the day on which the complaint was received or, where that is not possible, as soon as reasonably practicable

We will ensure the complaint is properly investigated

We will investigate your complaint thoroughly and you should receive a written response within 10 working days of your complaint.