



Homewell Practice

The home of wellbeing in Havant

Raising a Complaint

We are sorry that you have found cause to raise a complaint regarding the Homewell Practice but thank you for taking the time to talk to us about this. We want to assure you that we take all complaints very seriously and use them as a learning opportunity to improve the service we provide to our patients.

Most concerns can be sorted out quickly and easily, often at the time they arise by speaking with the member of our team concerned. We would encourage you to try this approach first, or speak to one of our management team. Where you are not able to resolve things and you wish to make a formal complaint you should do so as soon as possible after the event. It's best to give as much detail as you can as this helps us to understand what happened. Complaints usually need to be made within 12 months of the incident.

Our complaints procedure is part of an NHS complaints system, which meets national criteria. We have a non-discriminatory approach to complaints and patients, carers and relatives will not be treated adversely as a result of having complained.

If you are a registered patient, you can complain about your own care. You are able to complain about someone else's care if you can get their consent in line with strict confidentiality rules.

Please complete the attached form and return it to us at sehccg.homewell.practice-enquiries@nhs.net or by post. Alternatively, you may find it quicker and easier to complete this online at homewellpractice.co.uk/feedback.

If you would like help or support in making a complaint, you can contact healthwatchhampshire.co.uk

What happens next?

We think it is important to deal with your complaints swiftly so we will acknowledge your complaint within 3 working days. You will normally be offered an explanation or, if appropriate, an appointment for a meeting to discuss the matter within 14 days. Occasionally, if we have to make a lot of enquiries it might take a little longer, but we will keep you informed. You may bring a friend or relative with you to the meeting.

In the event that this is not practical or appropriate, we'll contact you by email or post with an update on how long any investigations may take, and provide you with an indication of when we will conclude your complaint.

If it is not possible to conclude any investigations within the advised timescale, we will ensure we update you with our progress and any updates regularly. When the investigation is complete, a final written response will be sent to you.

Where your complaint involves more than one organisation (e.g. Social Services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this.

Escalating

We will try to address your concerns fully, and provide you with an explanation and discuss any actions that may be needed. We hope that you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not the case you may refer the matter to:

*The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP
Tel: 0345 015 4033 Website: www.ombudsman.org.uk*