

# WINDSOR MEDICAL PRACTICE

## Compliments, Comments and Complaints

*Our aim at Windsor Medical Practice is to place you, the patient, at the centre of everything we do and to provide the highest possible standard of service. To support this commitment, it is important that you have the opportunity to share your views about the care and services we provide. Our compliments, comments and complaints procedure offers you a clear way to do this.*

*You can let us know when you feel things have not gone as expected so that we can address concerns promptly for you and, where appropriate, for other patients. You can also tell us when things have gone well, share comments about our services or the way they are delivered, or suggest ways in which we could improve.*

### Introduction

Windsor Medical Practice is committed to delivering a high-quality service at all times. However, we recognise that occasionally things can and do go wrong. If you are dissatisfied with any aspect of the service you have received, we would like to hear from you. Equally, if you are pleased with the care, you have received or have suggestions on how we might improve, we welcome your feedback.

### Complaints

To help us investigate, respond to and resolve your complaint, it is important that we understand the exact nature of your concerns. We therefore ask that you provide as much information as possible about what has happened, including the individual or department involved, and why you felt the service provided did not meet your expectations.

All comments, complaints and suggestions are taken very seriously, as we are continually seeking to improve the services we provide to our patients. If you would like to share general feedback, you may also do so by completing our patient survey.

### How to lodge a complaint

You may make a complaint in the way that is most convenient for you. However, we encourage complaints to be made in writing rather than by telephone, as this helps ensure that all details are recorded accurately. You can write or email at:

Practice Manager  
Windsor Medical Practice  
Suite 3.05 Lido Medical Centre  
St Saviour's Road  
St Saviour  
JERSEY  
JE2 7LA

Email: [practice@windsor.gpnet.je](mailto:practice@windsor.gpnet.je)

We will acknowledge your complaint within 3 working days of receipt.

It is our intention that complaints will be responded to in writing within 10 working days. If a full response cannot be given within 10 working days (e.g. when a matter is very complex or where we will have to consult with a third party) you will be kept informed of the progress that is being made and when you will likely receive our formal response.

The Practice Manager accepts full responsibility for effective complaints handling. In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

**What to do if you are still unhappy**

If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing, to the Senior GP (Dr Andrew Peel) of the Practice at the address above. They will investigate your escalated complaint and will again reply to you within 10 working days of receipt of your dispute.

**If you wish to make a formal complaint regarding a GP**

If your complaint is regarding a GP of the Practice and having followed our complaint procedure above you are still unsatisfied with the response you have received, you may take the matter up further with the Primary Care Governance Team. Further information on how contact the PCGT will be provided on request.

# Compliments, Comments and Complaints Form

Private and Confidential

Patient Name:		Date:	
Person Making Comment if Different to Patient Name Above:			
Home Address & Post-Code:		Daytime Telephone:	
		Email Address:	

I would like to make a	<input type="checkbox"/> Compliment <input type="checkbox"/> Comment <input type="checkbox"/> Complaint		
Regarding	<input type="checkbox"/> Service Received <input type="checkbox"/> A GP <input type="checkbox"/> Our Staff <input type="checkbox"/> Fees and Charges <input type="checkbox"/> Other		
Appointment Details:	Date and Time:	GP Seen:	
Please give details of your Compliment, Comment or Complaint here. (Continue on a separate sheet, if necessary)			

Signed:		Dated:	
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Please return this form to:

**Practice Manager, Windsor Medical Practice, Suite 3.05 Lido Medical Centre, St Saviour's Road, St Saviour, JE2 7LA.**

Practice Use Only	Received Date:	Actioned By:
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