

What to expect

We will contact you within a maximum of 3 days to primarily acknowledge receipt of your complaint. You may be contacted to discuss the circumstances of the complaint further at this stage.

We will allocate your complaint to the most appropriate member of the senior team to investigate the matter.

We will discuss the complaint with those involved to find out what happened and what went wrong. You will receive a written response to your complaint following completion of the investigation.

We will share the findings of the investigation with our employees to learn lessons from any concerns raised.

If following the investigation, you remain dissatisfied about the outcome you can refer your complaint to:

The Parliamentary and Health Service Ombudsman
Millbank Tower
21 Millbank
London
SW1P 4QP
Tel 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Web: www.ombudsman.org.uk

Comments, concerns,
compliments and complaints



Southampton Primary Care Ltd.

Introduction

Our aim is to provide the highest level of care for all our patients. We are always willing to listen and receive both positive and negative feedback to help shape and improve our service further.

If you are happy with the care and treatment you received from the service, team or a particular member of staff please contact using the details on the next page. We will ensure this is passed on to the staff concerned and shared with the team.

If you are not happy with the care and treatment you have received, we advise that in the first instance, you aim to discuss any concerns at the time. We encourage an informal discussion with a member of our team to see if this helps resolve the matter for you.

If this does not solve your problem, or you still feel you wish to make a formal complaint, please send this in writing as soon as possible using the details opposite.

This should ideally be within twelve months of the specific matter you are complaining about or when the matter first came to your attention.

We will require the following pieces of information to allow us to progress your complaint and provide you a prompt response and resolution

- Your name
- Contact details
- A clear description of your complaint
- Any relevant times and dates
- Venue of the complaint

How to contact us

Please forward any feedback for the attention of

LOUISE JONES
SPCL COMPLAINTS MANAGER

VIA POST

Southampton Primary Care Limited
49 Portsmouth Road
Woolston
Southampton
Hampshire
SO19 9RL

EMAIL

spcl.admin@nhs.net

Please be aware that due to medical confidentiality, if you are making a complaint on behalf of someone else, we will require a signed letter from that person stating they give permission for you progress this on their behalf.



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