

PATIENT THIRD-PARTY CONSENT

Patient's Full Name:

Date of Birth:

Address:

Enquirer / Complainant Name:

Telephone Number:

Address:

If you are complaining on behalf of a patient, or your own complaint or enquiry involves the medical care of a patient, then the consent of the patient will be required. Please obtain the patient's signed consent below.

'I fully consent to my Doctor releasing information to, and discussing my care and medical records with the person named above in relation to this complaint, and wish this person to complain on my behalf'.

This authority is for (tick appropriate box):

An indefinite period

For a limited period only

Where a limited period applies, this authority is valid until:

(insert date)

SIGNED: _____

(patient)



2 Irnham Road

Minehead

Somerset

TA24 5DL

PATIENT INFORMATION LEAFLET

HOW TO MAKE A COMPLAINT



If you have a complaint or a concern about the service you have received from the Doctors or any of the personnel working in this Practice, please let us know. We operate a Practice Complaint Procedure as part of an NHS Complaints system, which meets national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE, ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible, your complaint should be submitted within 12 months of the incident that caused the problem, or within 12 months of discovering you have a problem. You should address your complaint in writing to the Practice Manager. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We adhere strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third-Party Consent form is provided.

WHAT WE WILL DO

We will acknowledge your complaint within three working days and aim to have fully investigated within ten working days of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish.

When we look into your complaint, we will investigate the circumstances, make it possible for you to discuss the problem with those concerned, make sure you receive an apology if this is appropriate and take steps to make sure any such problem does not arise again.

You will receive a final letter setting out the result of any Practice investigations.

TAKING IT FURTHER

If you remain dissatisfied with the outcome, you may refer the matter to: -

The Parliamentary & Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

If you do not wish to discuss your complaint with any member of the Practice staff, you can contact the Patient Advisory and Liaison Services (PALS) at Somerset Clinical Commissioning Group (Somerset CCG) who will act on your behalf: -

PALS
Freepost RRKL-XKSC-ACSG
Somerset CCG
Yeovil
Somerset
BA22 8HR

Tel: 0800 085 1067

Email: pals@somersetccg.nhs.uk

