

LET THE PRACTICE KNOW YOUR VIEWS AND EXPERIENCES

Faccini House Surgery is always looking for feedback from our patients regarding our services. We like to hear when the services are working well and where we can improve. Our patients are at the centre of our model and we take their feedback and the input of our Patient Participation Group to deliver the services at our Practice.

Whilst we try our best, there are occasions where we may not meet your expectations and we welcome the opportunity for you to let us know so that we can work together to address the issue. We review our patient feedback and complaints and use this information to improve our services.

TELL US ABOUT OUR SERVICES

Please use the Friends and Family Test or our patient survey available on our website or from reception to let us know your views of the service. You can use the comment/complaint section to give compliments as well as letting us know of a poor experience. We look at all feedback, positive and negative and work with our patients and PPG to improve areas we are weak and keep the support the areas we are good.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint regarding the services at the surgery or any member of staff then please let us know. It is our policy to ensure that you are not discriminated against, subject to any negative effect on your care, treatment or support. We follow the NHS Complaints Policy.

HOW TO COMPLAIN

In the first instance, please discuss the matter with the staff member concerned. Where the issue can not be resolved at this stage, please arrange to meet with the Practice Administrators or Manager. You may visit us on Walkin Wednesday or write into the practice manager.

The Manager will acknowledge receipt of your complaint within 3 days and try to provide a response as soon as possible. We will keep you updated on the progress of the complaint if it will take longer than 10 working days to resolve.

Complaints should normally be made within 12 months of the incident or of the matter coming to your attention. The time limit can be extended provided there are good reasons for not making the complaint sooner and it is still possible to make a fair investigation.

CONTACTING US

In Person:

1. Our reception team will be pleased to talk to you about your concerns.
2. If you wish you may make an appointment with the Practice Administrator or the Practice Manager to discuss
3. You can visit us on Walk-in Wednesday between 10am and 11am to meet with an Admin Member.

Write To:
Practice Manager
Faccini House Surgery,
64 Middleton Road,
Morden. Surrey
SM4 6RS

WHAT WE WILL DO

1. Acknowledge all written complaints within 3 working days of receipt
2. We may call you to arrange a meeting prior to our investigation to get further details
3. If your complaint is due to another NHS organisation we may direct you to their complaints department or the NHS England Complaints department.
4. We will aim to complete our investigation and respond within working 10 days.
5. If our investigation will take longer than 10 working days we will write to let you know and keep you informed
6. Our response letter will offer to meet with you to discuss the results of our investigations, and detail the advice and learning that may have been identified and any corrective and preventative actions that we have taken.

FRIENDS AND FAMILY TEST

How likely are you to recommend this service to friends and family if they were to need similar care or treatment?

- | | |
|--|---|
| <input type="checkbox"/> Extremely likely | <input type="checkbox"/> Unlikely |
| <input type="checkbox"/> Likely | <input type="checkbox"/> Extremely unlikely |
| <input type="checkbox"/> Neither likely nor unlikely | <input type="checkbox"/> Don't know |

What was good about your care and what could be improved?