

## **Information for Patients of the Healthcare Group: How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally on the day. This is because the sooner we know about a problem; the easier it will be for us to establish what happened.

The Practice encourages complainants to put their complaints in writing but will always offer to meet you face to face. By putting the complaint in writing, this helps the Practice to be assured of understanding the specific issues a patient may wish to raise and also to enables the Practice to investigate thoroughly and be able to respond appropriately. Some patients may prefer not to do this and the Practice is always willing to meet with patients if that is the case.

Complaints should be addressed to:

The HR & Administration Manager,

Rohais Health Centre,

St Peter Port, GY1 1FF.

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If for any reason you do not feel able to complain to, or register concerns with the doctor or a member of staff from the Practice, you

can take your complaint to the Responsible Officer for Guernsey. The Responsible Officer is an experienced doctor who is trained in investigating and dealing with complaints about doctors and healthcare organisations and has a duty to ensure that complaints are fully investigated and concerns addressed. He is also completely independent of GP Practices and Healthcare organisations in Guernsey. His contact details are: Dr Peter Rabey, Responsible Officer, c/o Corporate Headquarters, Rue Mignot, St Andrews, Guernsey, GY6 8TW or he can be contacted by email at [Peter.Rabey@gov.gg](mailto:Peter.Rabey@gov.gg).

Alternatively, assistance is available from the Citizens Advice Bureau.

## **What we will do**

We will acknowledge your complaint within three working days and aim to have investigated your complaint within ten working days of the date when you raised it with us. We should then be in a position to offer you an explanation in writing, or a meeting with the people involved. When we look into your complaint, we shall:

- Find out what happened and what went wrong.
- Clinical matters will be investigated by the Practice Chairman (or Partner responsible for clinical complaints) and administrative matters will be investigated by the HR & Administration Manager.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.

- Identify what we can do to make sure the problem doesn't happen again.

Depending on the complaint, the Practice may need to provide information about you and the treatment you have received, to insurers or our legal advisers.

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed to authorise you to complain on their behalf.

### **What happens if you remain dissatisfied at the end of the process?**

If you remain dissatisfied, the matter will initially be escalated to the Responsible Officer for Guernsey who would, in the first instance, determine whether he/she can resolve the matter. Alternatively, he/she may determine that more complex matters should be passed on to an independent organisation in the UK who will be requested to undertake a thorough investigation.