



GP Services in the New Forest

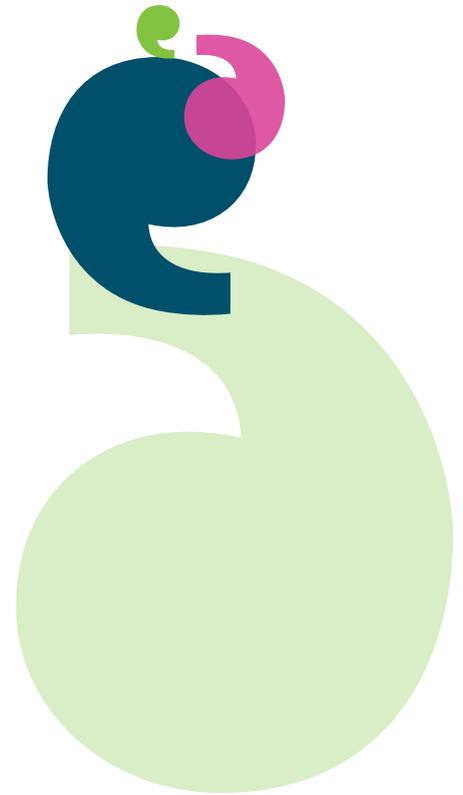
Practice Managers' responses. An enquiry with recommendations.

In collaboration with students from the University of Portsmouth; Victoria Gill, Miguel Lopes, Jazz Ruttle and Matthew Tang.

JUNE 2014



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Executive Summary

It is vital to make it easier for people to get access to their GP, provide a more efficient GP service, and give patients a more consistent service. To achieve this, Healthwatch Hampshire has been focusing on the performance of General Practices in South West Hampshire, based on information received from General Practice Managers in response to a telephone enquiry. Our aim was to investigate their performance on two primary consumer rights: (i) the right for people to access services when they need them and (ii) the right to be listened to.

In an earlier survey of patients' experience, Healthwatch Hampshire identified two concerns:

- People reported difficulties accessing a doctor of their choice.
- Patients had to wait from 1 to 6 weeks to access a doctor. This variation will be more closely scrutinised to identify and share good practice, and reduce waiting times.

“Our aim was to investigate GP performance on two primary consumer rights we champion: (i) the right for people to access services when they need them and (ii) the right to be listened to.”

Improved performance can be stimulated by a good complaints process. This Practice Enquiry found that the majority of General Practices need to make their complaints process more visible. In the practice and across media formats. The information should be up-to-date and accurate, and the process of making a complaint should be more user-friendly.

Few General Practices addressed two important issues adequately: confidentially to discuss complaints, and publicising independent advocacy to support less able and less aware patients during the complaints process.

Healthwatch Hampshire will be working closely with General Practices to improve their performance and the patients' experience.



Christine Holloway
Chair, Healthwatch Hampshire



Summary

General Practices need to make sure patients are clearly and accurately informed about how they can make a complaint about a GP service. Patients must be able to access this information quickly and independently. This enquiry looks at two of Healthwatch England's new consumer rights for people: i) the right for people to access services when they need them, and ii) the right to have their concerns and views about services recognised. In our recent brief survey in South West Hampshire, many people reported that they are waiting too long for an appointment. It is important that people can make appointments with their GP easily, and where there are issues of concern, people should be able to make a complaint about their GP service quickly and independently.

This Practice Enquiry requested information from Practice Managers about the waiting times to see a GP, and scrutinised information that patients are given about making a complaint about their GP services.

We conducted a telephone enquiry on access to GP services and General Practice information on how to make a complaint with 24 Practices in South West Hampshire. This Practice Enquiry resulted in 33 recommendations to all 23 Practices, and 1 recommendation to NHS England. The following recommendations were made:

- 4 General Practices where there was lack of privacy at reception were recommended to inform patients that they have a private room available for a discussion.
- 8 General Practices were recommended

to provide clearly visible up-to-date information about how to complain about GP services in their reception area.

- 7 General Practices were recommended to make information about making a complaint accessible without patients having to ask for it.
- Recommendations were made to 23 of the 24 General Practices in South West Hampshire to ensure that information about making a complaint is published on their website and is easy to access, written in plain English, and up-to-date with the correct contact details.
- Only a small number of practices published the correct contact details for free and independent advocacy support in Hampshire.
- One recommendation was given to NHS England to provide correct advocacy details when people contact them for the Hampshire area, and to keep General Practices and other primary care providers updated with details of advocacy support for NHS complaints; this recommendation has now been acted on by NHS England.



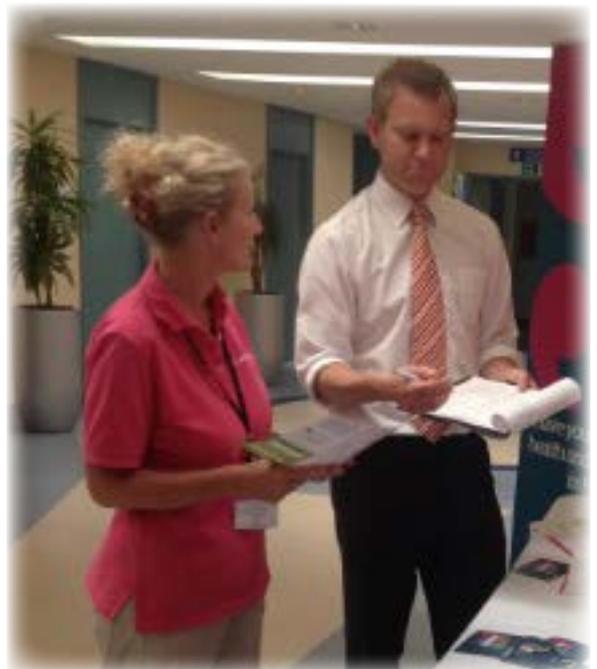
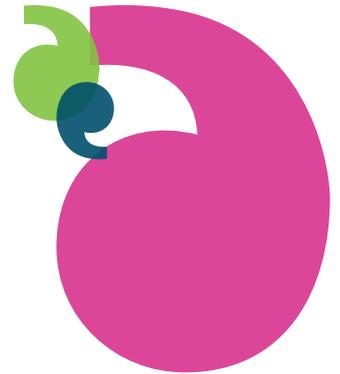


This Enquiry found that the maximum waiting times for an appointment with a GP of choice varied between 2 days to 5 weeks according to Practice Managers' reports. This range and variability reflects what people in this area are reporting to us, and what was suggested from our previous survey of people living in South West Hampshire.

Our Practice Enquiry findings showed that General Practices in South West Hampshire need to make improvements to provide clear and accurate information about how patients can make a complaint about a GP service. General Practices should offer options for a patient to make a complaint at their practice.

The findings from our survey and from this Enquiry will be disseminated widely, and Healthwatch Hampshire will ensure that recommendations in this enquiry are acted upon locally, and that General Practices submit a timely response to our concerns and demonstrate an improvement in their service.

A wide variability was found in access to GP services within this area, and an investigation into factors that influence this variability is vital to improve future patient access.





1. Introduction

Healthwatch England has proposed a new approach built around 8 consumer rights. This enquiry looks at two of Healthwatch England's new consumer rights: i) the right for people to access services when they need them, and ii) the right to have their concerns and views about services recognised.

At Healthwatch Hampshire, we have recently undertaken a survey in South West Hampshire, an area of Hampshire which has a high proportion of people over 65 years of age who are high users of health services [2]. Our survey found that one third of adults reported experiencing difficulties accessing a doctor of their own choice. This is important, as excessive waiting times can sometimes lead to stress and/or pain which can prolong illness. To complement our patient survey, we asked Practice Managers to report waiting times to see a doctor in their practice.

It is well-known that many older people are reluctant to complain. Therefore it is important that patients can make their complaint easily. Healthwatch England states that people have the right to be listened to, to have their concerns and views about services recognised. People must know how and where to raise their complaint, and understand their rights as health and social care consumers. In addition to this, the Francis Report Recommendation 109 states that: "Methods of registering a comment or complaint must be readily accessible and easily understood" [3].

At a General Practice, the process of registering a complaint must be easily accessible and easily understood by all patients.

Information about how to raise a complaint about General Practice (GP) services is provided by NHS England (<http://www.england.nhs.uk/contact-us/complaint/>). People can raise a concern or make a complaint in two ways: i) either with the Practice Manager who manages the GP service, or ii) with NHS England who commission or purchase Primary Care, including GP services. People who would like support in making their complaint are entitled to receive advocacy that is free, confidential, and totally independent of the NHS (see Appendix A).

Based on this, Practice Managers in South West Hampshire were asked to provide information on patient access at their practices, and what information is made available to their patients about how to make a complaint.



2. Objective

The objective of this Practice Enquiry was to scrutinise information provided by Practice Managers about access to GPs and the ease of making a complaint at their practice. Our enquiry specifically investigated:

- Access to services (on-line, opening hours, waiting times)
- Ease of making a verbal complaint (in a private room)
- Clear, easily accessible and accurate information about how to make a complaint (printed, website)

3. Methodology

The methodology of a structured telephone questionnaire of Practice Managers was chosen on the basis of our recent survey: 'Getting to see your Doctor'.

See our website:

www.healthwatchhampshire.co.uk

Procedure:

This enquiry was conducted with the help of volunteer psychology student researchers from the University of Portsmouth. Practice Managers of the 24 General Practices in South West Hampshire were contacted by telephone, and asked questions from a structured enquiry list (see Table 1) about their Practice.

The responses were noted and a written copy was provided to the Practice Managers. Responses from Practice Managers about information published on websites were cross-checked by the researchers, and appropriate recommendations were given in writing to Practice Managers. Our three recommendations are listed at the bottom of Table 1. Practice Managers were allowed two weeks to provide their information. After this time, missing data was recorded as Unknown / Not supplied.



Table 1

Practice Surgery & Practice Manager	Online appointment booking?	Online repeat prescription?	Open Evening hours?	Open Weekend hours?	Privacy at reception / or private room with information sign?	Wheelchair accessibility?	Max waiting time for GP of own choice (this includes Drs holiday time*)
The Arnewood Practice	Yes	Yes	Yes	Yes	Yes, side room, but no signage. Rec A	Yes	4 weeks
Barton Surgery	Yes	Yes	Yes	Yes	No particular side room but use of a consultant room, with signage.	Yes	4 weeks
Chawton House Surgery	Yes	Yes	Yes	Yes	Yes, side room available, with signage.	Yes	2 weeks
Cornerways St Leonard's Surgery	Not at present, but under review and will be available shortly.	Yes	Yes	Yes	Yes, side room available, with signage.	No, but currently undergoing refurbishment to provide access	8 days
Cornerways Ringwood Surgery	Not at present, but under review and will be available shortly.	Yes	Yes	Yes	Yes, side room available, with signage.	Yes	8 days
Fordingbridge Surgery	Yes, only some appointments, in future pts will be able to book more appts	Yes	Yes	Yes	Yes, side room available, with signage.	Yes	Unknown / Not supplied
Forest Gate Surgery	Yes	Yes	Yes	No	Yes, side room, but no signage. Rec A	Yes	9 days
Dibden Purlieu Surgery	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes, have to ring doorbell	2 days
Marchwood Surgery	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes, patient must ring doorbell	2 days
Lyndhurst Surgery	Yes	Yes	Yes	Yes	Yes, side room, but no signage. Rec A . Under review by Practice.	Yes	3.5 weeks
Milford Surgery	Yes	Yes	Under review by Practice.	No	Yes, side room available, with signage.	Yes	2 weeks
Brockenhurst Surgery	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes, patient must ring doorbell	1 week
Sway Surgery	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes, patient must ring doorbell	1 week
New Milton Health Centre	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes	16 days
Parkview Surgery	Yes	Yes	No (branch surgery – only open part-time)	No	Yes, side room available, with signage.	Yes	1 week
Blackfield Surgery	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes	6 days
Hythe Surgery (Waterside)	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes	6 days
Testvale Surgery	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes	1 week
The Ringwood Medical Centre	Yes	Yes	Yes	Yes	Yes, side room available, with signage.	Yes, and lift	3 weeks
Totton Health Centre	Yes	Yes	Yes	Yes	Yes, side room available, with signage.	Yes	1 week
Waterfront Surgery	No. Under review by Practice.	No. Under review by Practice.	Yes. Under review by Practice.	Yes. Under review by Practice.	Yes, side room, but no signage. Rec A .	Yes	5 weeks [for one part-time Doctor, who works one day week]
Twin Oaks Medical Centre	Yes	Yes	Yes	No	Yes, side room available, with signage.	Yes	1 week
Webb-Peploe Surgery	Yes	Yes	Yes	Yes	Yes, can make a consultant room available, with signage.	Yes	14 days
Wistaria Surgery	Yes	Yes	Under review by Practice.	No	Yes, side room available, with signage.	Yes	11 days

We believe, to the best of our knowledge, these results to be accurate as of June 2014.

*Survey data for maximum waiting times is not intended to be an accurate reflection of waiting times for each surgery throughout the year.

Recommendation A - We recommend that all patients are made aware at the reception desk that a room can be made available upon request to discuss private matters.

Recommendation B - We recommend that all patients are provided with information on how to make a complaint in their Practice reception in the form of a leaflet that can be taken away, without having to ask for it from the reception staff.

Recommendation C - We recommend that easily accessible information is made available on the website on a Practice Webpage, and also as a downloadable leaflet in plain English. NHS England states that people can complain to either the Provider or the Commissioner of the health service. The information provided by GP Practices should clearly explain the two independent ways that a patient can make their initial complaint, and provide details of NHS England address and phone number as the alternative option. In addition, the patient should be provided with information that they can receive independent advocacy to help them to make their complaint. Contact details for this should be up-to-date. See Appendix A for specific details on this recommendation.

Table 2

Practice Surgery & Practice Manager	Clearly visible information about complaints in Practice reception	Can it be accessed without having to ask for it	Easily accessible information about complaints on website	Information in plain English	Information correct and up-to-date [Inc. 2 options for complaint, PM & NHS England	Information where and how to complain incl. address & telephone No.	Include information on independent sources of support/ advocacy	Leaflet on complaints to download from website
The Arnewood Practice	Yes	Yes	Yes, but download only. Rec C	Yes	Yes	Yes	Yes	Yes
Barton Surgery	Yes	Yes	No, website is under development. Rec C	No. Rec C	No. Rec C	No. Rec C	No. Rec C	Yes
Chawton House Surgery	Yes	Yes	Yes, but download only. Rec C	Yes	Yes	Yes	Yes	Yes
Cornerways St Leonard's Surgery	Poster only, no leaflet. Under review by Practice. Rec B	No, only website Rec B	Yes	Yes	Yes	Yes	No. Rec C	Yes
Cornerways Ringwood Surgery	Poster only, no leaflet. Under review by Practice. Rec B	No, only website Rec B	Yes	Yes	Yes	Yes	No. Rec C	Yes
Fordingbridge Surgery	Yes	Yes	Yes, but needs clarity and corrections. Rec C	Yes	Yes, but needs clarity and changes. Rec C	Yes, but needs updating. Rec C	No. Rec C	Yes, but needs updating. Rec C
Forest Gate Surgery	Yes, but needs updating. Rec B	Yes	Yes, and easily accessible under 'complaints' tab	Yes, but needs clarity. Rec C	Yes	Yes	No. Rec C	No. Rec C
Dibden Purlieu Surgery	Yes	Yes	Yes	Yes, but needs clarity and changes. Rec C	Yes, but needs clarity. Rec C	Yes	No. Rec C	Yes, but needs clarity and changes. Rec C
Marchwood Surgery	Yes	Yes	Yes	Yes, but needs clarity and changes. Rec C	Yes, but needs clarity. Rec C	Yes	No. Rec C	Yes, but needs clarity and changes. Rec C
Lyndhurst Surgery	Yes	Yes	Yes	Yes	Yes, but needs clarity	Yes	Yes, but only on download form. Rec C	Yes
Milford Surgery	Yes	Yes	Yes, and easily accessible under 'complaints' tab	Yes	Not on webpage; Yes on downloadable leaflet. Rec C	Yes	Yes, but we recommend the contact phone details are updated. Rec C	Yes, we recommend it is updated. Rec C
Brockenhurst Surgery	Poster only, no leaflet. Rec B	No Leaflets available. Rec B	Yes	Yes, but needs clarity. Rec C	Only leaflet, and we recommend the leaflet is improved. Rec C	Yes	Yes, only download leaflet. Rec C	Yes
Sway Surgery	Poster only, no leaflet. Rec B	No Leaflets available. Under review by Practice. Rec B	Yes	Yes, but needs clarity. Rec C	Only leaflet, and we recommend the leaflet is improved. Rec C	Yes	Yes, only download leaflet. Rec C	Yes
New Milton Health Centre	Yes	Yes	Yes	Yes	Yes	Yes	Yes, but contact details need updating. Rec C	Yes, but some details need updating. Rec C
Parkview Surgery	No. Rec B	Leaflet available from near Reception only. Rec B	Yes, but download only. Rec C	Yes	Yes, but needs improvement. Rec C	Yes	Yes, but contact details need updating. Rec C	Yes, but some details need updating. Rec C
Blackfield Surgery	Yes	Yes	Yes	Yes	No. Rec C	No. Rec C	Yes, but needs clarity. Rec C	Yes, but needs updating. Rec C
Hythe Surgery (Waterside)	Yes	Yes	Yes	Yes	No. Rec C	No. Rec C	Yes, but needs clarity. Rec C	Yes, but needs updating. Rec C
Testvale Surgery	Yes	Yes	Yes, but needs to be more accessible. Website is currently being re-designed. Rec C	Yes	No. Rec C	No. Rec C	No. Rec C	No. Rec C
The Ringwood Medical Centre	Details on noticeboard only. Rec B	Leaflet available from Reception only. Rec B	No, only signposting to reception. Rec C	Yes, but incomplete Practice are undergoing site update as per our Rec: Rec C	No. Rec C	No. Rec C	No. Rec C	No. Rec C
Totton Health Centre	Yes	Yes	Yes, and easily accessible under 'complaints' tab	Yes	Yes	Yes	Yes	Yes
Waterfront Surgery	Unknown / Not supplied	Unknown / Not supplied	Yes	Yes	Yes	Yes	Yes, but contact details need updating. Rec C	No. Rec C
Twin Oaks Medical Centre	No. Rec B	Leaflet available from near Reception only. Rec B	Yes, but download only. Rec C	Yes	Yes, but needs clarity. Rec C	Yes	Yes, but contact details need updating. Rec C	Yes, but some details need updating. Rec C
Webb-Peploe Surgery	Yes	Yes	No, but website is currently under development. Rec C	No. Rec C	No. Rec C	No. Rec C	No. Rec C	Yes
Wistaria Surgery	Yes	Yes	Yes, and easily accessible under 'complaints' tab	Yes	Not on webpage; Yes on downloadable leaflet. Rec C	Yes	Yes, but contact phone details need updating. Rec C	Yes, but needs updating. Rec C

We believe, to the best of our knowledge, these results to be accurate as of June 2014.



4. Findings

As a result of this enquiry, we found that five General Practices did not inform patients that they have a private room available for private discussion if there was lack of privacy at reception, and we recommended that they make this known to patients. Eight General Practices did not provide clearly visible information about how to complain about GP services in their Practice reception area, and we recommended that this was changed. Seven General Practices did not offer information about how to complain without having to ask for it, and we recommended that this was changed.

We recommended all but one of the 24 General Practices in this enquiry to ensure that information about how to complain about GP services is published on their website and is easy to access, written in plain English, up-to-date with all the correct contact details, and is also available in the format of a downloadable leaflet (see Table 1 below).

Twenty-two General Practices in this enquiry were recommended to ensure that they publish accurate contact details for NHS Complaints Advocacy services, and we recommended these Practices update their details promptly.



This was a snapshot survey, capturing the wide variation of patient waiting times. This survey was undertaken during the first week of June 2014 at the beginning of the holidays, which may account for the waiting time to see a GP. Nearly all of the GP practices have made improvements to the way they inform patients of their complaints procedure and most of these changes were done before August 2014.

“The number of complaints against doctors in the UK has doubled in the past five years”

General Medical Council,
cited in BBC News Health.

16th October 2013 ^[1].



5. Discussion



This Practice Enquiry followed the Healthwatch Hampshire General Practice Survey, 'Getting to see your Doctor' which reported patients' views and experiences. Researchers found that General Practice (GP) information on how to complain about GP services was often difficult to access, sometimes inaccurate or out-of-date, and needed improvement in clarity and in the advocacy services available.

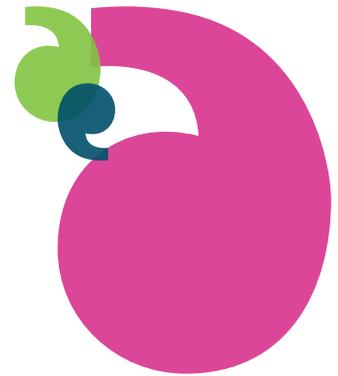
As a result of this enquiry, a number of specific recommendations were made (see section 4 above). Privacy is important for both patients and staff at GPs, yet in 5 GP locations, there was a lack of communication to patients about the facility to have confidential discussion. These Practices were recommended to inform patients about an established room where confidential discussion about a complaint could take place.

Unless there is an easy to use and non-threatening process for patients to make complaints, chances for vital improvements to Practice processes or Doctors' performance could be missed. The way that General Practices make provision for comments / complaints to be made is key. Eight General Practices needed to provide more clearly visible information about how to complain in their practice reception area. It is important that patients can access this information without having to ask for it. To facilitate this, seven General

Practices were recommended to provide information where it can be accessed independently by patients.

All of the 24 General Practices in this enquiry were recommended to ensure that information about how to complain about GP services is published on their website and is easy to access, easily understood and correct (Table 1). The accuracy of the information provided is extremely important, and to improve this situation 22 General Practices were requested to promptly publish accurate contact details for NHS Complaints Advocacy services. During our conversations with Practice Managers, they stated that they use NHS England as a resource to provide advocacy provider contact details.

Our researchers checked the details provided by NHS England for NHS Complaints Advocacy in two postcode areas in Hampshire and found them to be incorrect. This specific enquiry also resulted in Healthwatch Hampshire recommending to NHS England that they provide accurate complaints advocacy contact details for the Wessex region, and that they ensure that General Practices are promptly updated with any changes. NHS England accepted this recommendation, and informed all Primary Care Providers (Doctors, Dentists and Optometrists) in Hampshire of correct details of the advocacy service in writing.

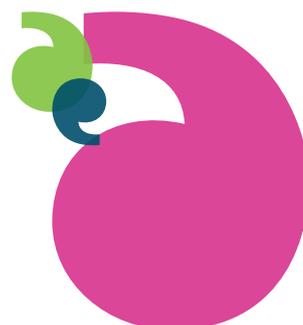




Generally, this enquiry found that General Practices did not offer up-to-date information; however this may be due to their reliance on information provided by NHS England. This is of significant concern as Healthwatch England places a high priority on the ability of people to access the treatment and services when they need them, and patients must know how and where to raise their complaints, and understand their rights as health care consumers.

Many General Practices tell patients to make a written formal complaint. Given that many people who make a complaint prefer not to make a written formal complaint, Practices should ask each patient how they would prefer to make their complaint. Practices should offer different options for patients to complain, such as offering to call patients back to discuss a complaint, or to visit them at home if the patient would prefer. Patients should not be told to make their complaint formally in writing in the first instance but be offered options. As part of these options, Practice Managers should offer their own assistance, or that of an advocate, to help the patient make their complaint. All patients should be offered information about NHS advocacy from their Practice, both verbally and through any published complaints procedure.

This Practice Enquiry followed on from our General Practice Survey, which found a variance of between 1 to 6 weeks to see a doctor of choice. Practice Managers in this Enquiry reported maximum waiting times of between 2 days to 5 weeks for an appointment with a doctor of choice. This includes doctors who work part-time, and doctor's holidays, which may increase appointment times for up to two weeks. Therefore this range and variability reported by Practice Managers appears to reflect what people in this area are reporting to us generally, and what we found from our survey.



6. Conclusions

6.1 This Enquiry resulted in a significant number of recommendations being made to the majority of General Practices, and 1 recommendation being made to NHS England.

6.2 It is important that patients have the opportunity to make a complaint easily. It is primarily through thorough attention to complaints and commitment to remedy them that service can be improved. The complaints procedure at the majority of General Practices should be improved, as they do not offer up-to-date, easily accessible information on how a complaint about a GP service should be made.

6.3 Where General Practices displayed information about making a complaint, the majority of Practices signposted patients towards making a formal complaint and did not offer a range of alternatives.

6.4 Privacy is important for patients, and there appeared to be a lack of information about the facilities available at Practices for patients to have confidential discussions with the staff.

6.5 Advice on the NHS Complaints Advocacy Services offered freely and independently to patients was often either not available or inaccurate.

6.6 Consistent with findings from our previous survey, there was wide variability in access to GP services in South West Hampshire, which needs to be addressed by General Practices. To achieve this, an investigation should be undertaken to identify the key factors that cause the wide variability of access. The findings can then be used to help make improvements.





7. Recommendations

7.1 Facilities should be made available in the reception area of GPs for patients to have confidential discussion with staff, and patients must be made aware of these facilities (Recommendation A).

Information about the complaints procedure should be improved:

7.2 Information should be available in a prominent position in the General Practice on how a complaint can be made and what the alternative procedures are. This information should be available without having to ask for it (Recommendation B).

7.3 This information should be up to date and accurate (Recommendation C).

7.4 This information should make patients aware of the independent and free NHS advocacy support for this process (Recommendation C).

7.5 Each General Practice website should also make all this information available in a prominent position which is easily accessed and easily understood. The information should be also available in a readily downloadable leaflet (Recommendation C).

7.6 We recommend NHS England to provide the correct advocacy details for advocacy support in the Hampshire area, and keep GPs and other primary care services updated. (This recommendation has already been implemented by NHS England).

Healthwatch Hampshire will follow up these recommendations to ensure that these are acted upon locally.

Dissemination

Healthwatch Hampshire will disseminate the findings from this Practice Enquiry to General Practices and to Hampshire residents and other service users, so that General Practices can demonstrate an improvement in service from a consumer viewpoint.

This report is available in large print upon request.



Acknowledgements

Healthwatch Hampshire would like to thank the Practice Managers at General Practices in the South West Hampshire area, and also thank the psychology students from the University of Portsmouth who volunteered their time to conduct this study.



References

1. Triggler, N. 2013. Complaints about doctors 'double in five years', BBC News Health. Retrieved from <http://www.bbc.co.uk/news/health-24534273>. [7 April 2014].
2. West Hampshire Clinical Commissioning Group, 2013. JSNA. Retrieved from <http://documents.hants.gov.uk/public-health/jsna-2013/WestHampshireClinicalCommissioningGroupJSNA2013.pdf>. [7 April 2014].
3. Francis, R. 2013. Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. Retrieved from <http://www.midstaffspublicinquiry.com/report>. [7 April 2014].





Appendix A - How to Complain

A patient can complain about GP services either by contacting the Practice Manager at the surgery, or by contacting NHS England by telephone or in writing. The NHS England website provides full details of how a patient can complain about GP Services, and is cited below.

Telephone:

NHS England: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).

Address:

NHS England
PO Box 16738
Redditch
B97 9PT

Email:

england.contactus@nhs.net.
Please state: 'For the attention of the complaints team' in the subject line.

Website:

<http://www.england.nhs.uk/contact-us/complaint/>.

NHS Hospitals:

If the complaint is about an NHS Hospital, patients can contact the NHS Hospital Customer Care Team directly, or contact the Clinical Commissioning Group (CCG) who commission NHS Hospital services.

Different Hospitals in Hampshire have different CCGs, so please ask your hospital for their CCG contact details.

If the reply or response from NHS England is not satisfactory, the NHS England website provides details of how to contact the Parliamentary and Health Service Ombudsman to review a complaint.

Free support in making a complaint:

People who would like support in making their complaint about the NHS can access an NHS Complaints Advocacy service which is free, confidential, and which is totally independent of the NHS. In Hampshire excluding Portsmouth city, Southampton city, and the Isle of Wight, this NHS Advocacy service is provided by Healthwatch Hampshire (01962 440 262). Please contact Healthwatch Hampshire for details of this service.

If you are unsure who provides NHS advocacy in your area, eg. the Isle of Wight, please contact NHS England (NHS England: 0300 311 22 33) for details of your local advocacy provider.



Healthwatch Hampshire

Westgate Chambers,
Staple Gardens, Winchester,
Hampshire, SO23 8SR

Tel 01962 440 262

enquiries@healthwatchhampshire.co.uk

www.healthwatchhampshire.co.uk

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