

Central PBC group: Complaints and feedback policy

We are committed to providing high quality healthcare for all our patients. We welcome feedback from our patients.

If you would like to tell us about something we are doing well please tell us. Equally you have the right to make a complaint about any health services that you have received. If you are not happy about the way we have treated you or someone else, we want to know so we can stop it happening again.

The information you share with us is confidential and will not affect your care.

How to give feedback

- To provide anonymous feedback you can use the suggestions box in our waiting room. All feedback received will be reviewed by the Reception Manager and discussed within practice meetings. If appropriate, our response will be posted in the waiting room.
- To provide feedback when you want a response, please speak to a member of staff. You can request a feedback form or a complaints form from reception or write a letter for the attention of the Practice Manager. You will be contacted by the Practice Manager to let you know we have received your feedback. We will investigate what has happened and provide a written report with key findings and recommendations.

If possible, please tell us:

- (a) What happened?
- (b) When it happened?
- (c) Where it happened?
- (d) Who was there?
- (e) What you would like to see happen?

If you need any help filling in a feedback form or a complaints form, or have any further questions, please ask a member of staff to help you and they will support you.