

# NEYLAND & JOHNSTON MEDICAL PRACTICE

ST CLEMENTS ROAD, NEYLAND, PEMBROKESHIRE SA73 1SH  
TEL: 01646 600268. EMAIL: enquiries.W92440@wales.nhs.uk

## PATIENT COMPLAINT FORM

PATIENT INFORMATION	
Patient's Name:	Patient's Tel:
Patient Address:	
Complainant's Name (if different):	
Complainant's Tel:	Email Address:

COMPLAINT DETAILS	
DATE COMPLAINT REPORTED:	COMPLAINT RECEIVED BY:
<b><u>COMPLAINT DETAILS:</u></b>	

\_\_\_\_\_  
Name of person completing this form

\_\_\_\_\_  
Signature

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We are sorry that you feel let down by your experience at Neyland and Johnston Medical Practice and we appreciate the opportunity to put things right. All concerns (complaints) are duly investigated in accordance with the NHS Putting Things Right Policy (a full copy of this protocol is displayed on the notice board in the waiting area, and a paper copy can be produced on at your request).

### **Action upon receipt of a complaint:**

Concerns (complaints) may be received either verbally or in writing and must be forwarded to the Complaints Manager (or their stand-in if the complaints manager is unavailable), who must: -

- a. Please note if you are raising a concern (complaint) on behalf of another person, their consent is required before the concern (complaint) can be investigated. Third party consent forms are available from the reception team.
- b. Acknowledge in writing within the period of two working days, beginning with the day on which the concern (complaint) was made, or where that is not possible, as soon as reasonably practicable.
- c. Ensure the concern (complaint) is investigated properly.
- d. Within the period of thirty working days beginning with the day on which the concern (complaint) was received by the Complaints Manager, where that is not possible as soon as reasonably practicable, the complainant must be kept informed of the progress and when completed the complainant must be given a written statement of the investigation and its conclusion.