



PATIENT COMPLAINTS PROCEDURE

*Information for Patients – Culverhay Surgery,
Wotton-Under-Edge, Berkeley, and Frampton-On-Severn*

Introduction

The partners and staff at Culverhay Surgery make every effort to always provide a high standard of health care. However, there may be an occasion when you are not satisfied with the service you have received. If this is the case, we would wish for the matter to be settled as quickly, and as amicably, as possible.

If you have a complaint or concern, please let us know. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. This leaflet explains the procedure which we hope you will use to give us the opportunity to investigate and, if necessary, correct a problem or mistake that may have arisen.

Who Can Make a Complaint?

A complaint can be made by a patient or person affected, or likely to be affected, by the action or decision of the practice. A complaint can also be made by someone acting on behalf of the patient or person with their written consent.

Time Limits for Making a Complaint

Complainants have 12 months from the occurrence giving rise to the complaint, or from the time they become aware of the matter. The Practice Manager retains the discretion to investigate complaints brought later than this if there are good reasons for the delay, and it is still possible to carry out an investigation.

How to Complain

If you are unhappy with our services, we hope you will use the Practice Complaints Procedure. Often the problem can be resolved straight away, but sometimes it may require a fuller investigation. In all cases the practice will follow the NHS complaints procedure as detailed below, unless the complaint has been resolved to the complainant's satisfaction within 24 hours.

However, if you feel you cannot raise your complaint with us directly, you can contact:

NHS Gloucestershire Integrated Care Board (ICB)

Primary care services are commissioned by the NHS England Area Teams. You can make a complaint about primary care services in Gloucestershire to the Commissioner by contacting:

Chief Executive Officer

Shire Hall, Westgate Street, Gloucester, GL1 2TG

Tel: 01452 943323

Email: glicb.enquiries@nhs.net

Website: [NHS Gloucestershire ICB](https://www.nhs.uk/england/gloucestershire-integrated-care-board/)

Please provide as much information about your complaint as possible.

NHS Procedure

We will acknowledge your verbal or written complaint within three working days.

We will ask you what you would like to happen as a result of your complaint, for example, an explanation, an apology or a new appointment. We may offer you the opportunity to meet face-to-face to discuss your concerns.

There is no set timescale for investigating and responding to complaints, however we will aim to respond within 40 working days. If it proves difficult to investigate your complaint and feedback within this timescale you will be provided with an explanation for the delay.

A full investigation will be carried out by talking to staff involved to find out what has happened. You will be provided with a clear explanation in response to the concerns you raise, and any appropriate action taken by the practice to ensure the same problem does not happen again.

You will receive an apology where appropriate.

You will also be invited to meet or make contact again should you have any further questions or concerns.

If you are not happy with the response from us:

You can refer your complaint to the **Parliamentary and Health Service Ombudsman**:

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

Post:

The Parliamentary and Health Services
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Email:

phso.enquiries@ombudsman.org.uk

Further Help and Support

Patient Advice and Liaison Service (PALS)

The **Patient Advice and Liaison Service (PALS)** is based at Gloucestershire Integrated Care Board Headquarters, and provides a confidential advice

and support service, helping you to sort out any concerns you may have about the care that we provide, guiding you through the different services available from the NHS.

The contact details are:

Telephone: 0300 0151 548

Email: glicb.pals@nhs.net

Healthwatch Gloucestershire provides a signposting service to the Independent Health Complaints Advocacy Service (IHCAS). This service supports people who wish to make a complaint about the service they have received from NHS providers.

Telephone: 0800 652 5193

Email: info@healthwatchgloucestershire.co.uk

Website: www.healthwatchgloucestershire.co.uk

Complaints and the Use of Artificial Intelligence (AI)

We welcome feedback and complaints, and we want to understand your experience in your own words.

We are committed to handling complaints fairly, openly and compassionately, in line with the Parliamentary and Health Service Ombudsman's NHS Complaint Standards.

Some people choose to use Artificial Intelligence (AI) tools to help write complaints or emails. We understand that these tools can be helpful in organising thoughts or expressing concerns.

However, AI-generated text can sometimes:

- include information that is inaccurate or not relevant.
- use overly formal or legal language.
- make complaints longer or more complex than necessary; or
- make it harder for us to clearly understand your personal experience.

This can occasionally delay our review or mean we need to contact you to clarify the details before we can respond fully.

The most helpful complaints are usually clear and concise, and explain:

- what happened
- when it happened
- how it affected you; and
- what you would like us to do to resolve the matter.

A short explanation in your own words is often more helpful than a long or highly formal letter.

If you choose to use AI tools, we recommend that you:

- check the wording carefully to ensure it reflects your own experience.
- remove any information that is inaccurate or not relevant; and
- take care when including sensitive personal information.

Please be aware that some AI tools may store or use information entered into them.

For further guidance on using AI to support a complaint, you may find this resource from the Parliamentary and Health Service Ombudsman helpful:

[Using AI to help write your complaint | Public Service Ombudsman](#)

If you need support to make a complaint—for example due to language needs, disability, learning disability, or mental health or communication difficulties—please let us know. We will do our best to support you in a way that works for you.