

Giving feedback, raising concerns or making a complaint to your GP

Healthwatch West Sussex have put together the following tips to support local GPs and Practice Managers to benefit from patient experience, in all its forms, which includes making sure people can make a complaint easily.

Our recent audit told us ...

- ✗ It was impossible to find any information about how to complain on 15% of local practices' websites
- ✗ There were lots of variation in how patients were expected to raise a concern or complaint
- ✗ Information was wrong and misleading
- ✗ Descriptions of how to make a complaint, to some General Practices, suggest it would be difficult to raise a concern



2 achievable ideas to make it easy for people to raise a concern or a complaint

💡 Make space on your website (ideally the home page) for a visible statement inviting people to share feedback, concerns and complaints. For example:

'You are welcome to speak with any member of staff regarding a concern. Our staff are happy to listen to all concerns and will respond to them quickly and efficiently.'

💡 Adopt a no wrong door approach, so people can give feedback and raise concerns in any way.

To help, Practices can download some useful tips from the Parliamentary & Health Service Ombudsman on:
www.healthwatchwestsussex.co.uk/resources

A service that is safe, responsive and well-led will treat every concern as an opportunity to improve, will encourage its staff to raise concerns without fear of reprisal, and will respond to complaints openly and honestly.

Prof Sir Mike Richards,
Chief Inspector of Hospitals,
Care Quality Commission

But we need your help....
if you wanted to raise a concern or make a complaint, and struggled, we want to hear from you!



Call us on 0300 012 0122 or visit healthwatchwestsussex.co.uk/feedback to share your story.

Sharing stories and experiences helps improve the experiences of others.

healthwatch
West Sussex