

Complaints Procedure **Information for Patients**

Oxford Private Medical Practice is committed to providing a high quality private medical service to all patients. All practice staff recognise that there may be occasions when patients may wish to complain about some aspect of the healthcare service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of a member of practice staff as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

Verbal Complaints

If you wish to speak to someone about an aspect of the Oxford Private Medical Practice service, please try to do so as soon as possible, preferably before you leave the clinic premises. Practice staff will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

Written Complaints

All written complaints should be addressed to Dr Amanda Northridge, Medical Director (CQC Registered Manager) at the address above. Please describe as fully as you can the nature of your complaint stating the following information:

- What you are unhappy about.
- When the incident took place.
- The clinic staff present at the time.

Your complaint will be acknowledged in writing within two (2) working days of receiving the letter, unless a full reply can be sent to you within five (5) working days.

Dr Northridge will carry out a full investigation of the nature of your complaint and offer to meet with you in order to resolve the issue/s. You will receive a full written response within twenty (20) working days of the complaint being received.

If a full response cannot be given within twenty (20) working days of receiving your complaint, Dr Northridge will write to you to explain the reason for the delay. You will receive a full written response within five (5) days of a conclusion being reached.

Care Quality Commission

If you are still unhappy about the outcome of your complaint, you may wish to contact the Care Quality Commission, the organisation that regulates Oxford Private Medical Practice.

The address is: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Telephone: 03000 616161

Internet: <http://www.cqc.org.uk>

Please be assured that Oxford Private Medical Practice will deal with all complaints confidentially and following investigation, will consider making changes to the private medical service to improve the healthcare services on offer to all patients.
