

Complaint Questionnaire

Date:

Name:

Date of Birth:

Address:

Mobile telephone number:

Dear patient

We are sincerely sorry that you have felt it necessary to submit a complaint to the practice. We Continually strive to improve the care we afford our patients and welcome feedback when things do not go as well as they could. It is important to us that you have confidence in any investigation and as such the outcome reflects the points you have raised and want us to consider. To this end, please will you complete the following questions to help us to try and fully resolve your issue/complaint.

What went wrong (please be as detailed as possible).

What do you feel is the most important aspect or main reason that we should consider?

Who do you feel it is important that we speak to about this issue?

What are you wanting to happen as a result of this complaint and /or our investigation?

Is there anything else you want us to know?

Thank you for answering these questions – it is really important for us to fully understand the nature of the issue experienced by the person making a complaint if we are ever to hope to improve things in such a way as to benefit the majority of our patients, whilst maintaining a safe and effective workplace for our team. We fully appreciate some of the reasons our patients struggle to navigate our quite complicated health service can be complex and also emotionally challenging, so we would like to assure you that we will do our level best to be fair, but also supportive and understanding of the difficulties and pressures we are all dealing with at this current time.

Your complaint will be investigated appropriately and you will receive a written response no later than 25 working days from receipt of your returned questionnaire. The manager /clinician may contact by telephone or may arrange to meet you to discuss. If the Manager/Clinician cannot adequately investigate your complaint in 25 working days he/she will contact you to agree timescales for providing you with your response.

If it is easier for you to do this verbally or in person please contact the receptionists – any one of them will be pleased to help you complete this questionnaire.

Fiona Purdie Joanne Harris

Business Manager Practice Manager

On behalf of Parklands Medical Practice