

Complaining to other bodies

We hope that if you have a complaint you will use our Complaints Procedure. However, if you feel you can't raise your complaint with us, you can contact any of the bodies listed below.

Patient Advisory Liaison Service (PALS) A confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.	Find your local PALS office via this website address: https://www.nhs.uk/service-search/other-services/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363 Telephone: 01432 372986 Email: pals@wvt.nhs.uk
The Care Quality Commission If you have a genuine concern about a staff member or a regulated activity carried out by Taurus Healthcare, you can contact the Care Quality Commission.	Website: https://www.cqc.org.uk/ Telephone: 03000 616161 or Email: enquiries@cqc.org.uk
Healthwatch A national service that supports people who want to make a complaint about their NHS care or treatment.	Contact Healthwatch Herefordshire: Website: https://healthwatchherefordshire.co.uk/ Telephone: 01432 277044 Email: info@healthwatchherefordshire.co.uk
Ombudsman You can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.	Complaints helpline: Telephone: 0345 015 4033 Website: https://ombudsman.org.uk/
The Independent Complaints Advisory Service (ICAS) This is a statutory service, commissioned by the Department of Health and Social Care to act as an independent advocate to support people through the NHS complaints procedure.	Website: www.onside-advocacy.org.uk Email: info@onside-advocacy.org.uk Telephone: 01905 27525

COMMENTS AND COMPLAINTS

Let us know what YOU think



We are always looking for ways to improve the services we provide to patients. In order for us to do so, we need to know what you think about the services you receive.

Find out inside how you can comment or complain about our services.

Published by Taurus Healthcare Ltd

We always make sure the information we give you is up to date.

Any updates will be published on our website and leaflets. This leaflet will be reviewed annually.

If you require this document in a different format, eg large print or easy read, please contact

comms@taurushealthcare.co.uk or call 01432 270636

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We value your feedback

Whatever you have to say, whether it's positive or negative, we want to hear from you. For example, you may want to comment on:

- What you think we do best
- Where we have exceeded or failed to meet your expectations
- Any new ideas or suggestions for improvement
- How easy or difficult you found it to access the services you wanted, eg our Improved Access or GP Out of Hours Services
- Whether you got an appointment at a time and location that best suited you
- Whether you were seen promptly or were kept waiting for an unreasonable length of time
- How you found our staff, for example were they professional, helpful and courteous?

Complaints

If you have a complaint about any of the services provided by Taurus Healthcare, we want to know.

We operate a Complaints Procedure that complies with National Health Service criteria. If you make a complaint, please rest assured that you will not be discriminated against in any way or subjected to any negative effect in terms of the care, treatment or support you receive.

Where your complaint includes other services in the health and social care system, with your consent we will work with these partners to review the complaint together, identifying learning across care pathways.

How to make a complaint

In the first instance, please discuss your complaint with the staff member concerned. If the issue is not resolved, please ask to be referred to the Operational Manager who will try and resolve the issue to your satisfaction.

If you are dissatisfied with the response you receive from the Operational Manager, or if it is not possible for you to raise your complaint immediately, please contact us direct. We would ask that you let us have the details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem, or
- Within 12 months from when the complaint came to your notice

We will acknowledge receipt of your complaint within five working days. We will then contact you to advise how your complaint will be investigated and the timescale for this to be completed.

We will aim to:

- Find out the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if wanted
- Ensure you receive an apology, where appropriate
- Make changes to our systems and processes where your complaint has identified improvements that can be made.

How to complain on behalf of someone else

We adhere to strict rules regarding medical confidentiality. If you wish to complain on behalf of someone else, we will need to know that you have their permission to do so. A consent form signed by the person concerned will be required, authorising us to discuss their care with you. The only exception to this will be if they are incapable of providing this consent due to illness or disability.

You can tell us what you think in a number of different ways:

Email: quality.taurus@nhs.net

Online web form:

<https://www.herefordshiregeneralpractice.co.uk/for-patients/how-to-complain>

Write to us:

**The Quality and Improvement Team,
Herefordshire General Practice/Taurus Healthcare Ltd
Suite 1, Berrow's Business Centre, Bath Street, Hereford HR1 2HE
Telephone: (01432) 270636**