

Complaining on behalf of someone else

Please note that Jubilee Field Surgery keeps strictly to the rules of medical confidentiality.

If you are complaining on behalf of someone else, the practice needs to know that you have permission to do so.

A note signed by the person concerned will be required unless they are incapable of providing this due to illness or disability.

Complaining to other authorities

The practice management team hope that if you have a problem, you will use the Practice complaints procedure.

However, if you feel that you cannot raise your complaint with us, you can contact either of the 2 following bodies:

- Patient Advice & Liaison Service (PALS) at Bath & North East Somerset, Swindon & Wiltshire Integrated Care Board (BSWICB) on **0300 561 0250**
- Independent Complaints and Advocacy Service (ICAS) on **0330 561 0250**

Contacting the Care Quality Commission (CQC)

If you have a genuine concern about a member of staff or regulated activity carried out by this practice, then you can contact the CQC on **03000 616 161**, or visit <https://www.cqc.org.uk/>

PALS, ICAS & OMBUDSMAN

Patient Advice & Liaison Service (PALS)

PALS provide 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 resolve your complaint informally.

Your local PALS office can be contacted via
scwesu.palscomplaints@nhs.net
Telephone: **0300 561 0250**

Independent Complaints & Advocacy Service (ICAS)

ICAS is a national service that supports people who want to make a complaint about their NHS care or treatment.

Your local ICAS service can be found on
<https://theadvocacypeople.org.uk/services/nhs-complaints-advocacy>
Telephone: **0330 440 9000**

Ombudsman

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

The Ombudsman complaints helpline is
0345 015 4033
or visit <https://www.ombudsman.org.uk/>

Jubilee Field Surgery

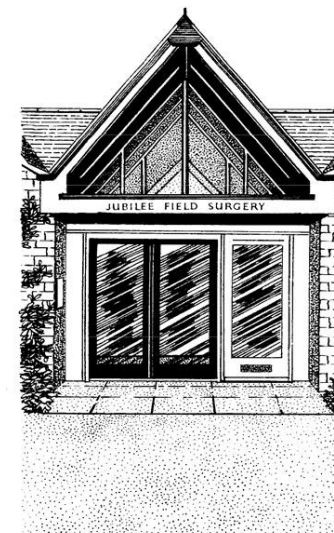
Comments & Complaints Leaflet

Let the practice know your views



PARTNERS

**Dr Sara Nash
Dr Shamit Shah**



Please take a copy

Reviewed October 2025

Let the practice know your views

Jubilee Field Surgery is always looking for ways to improve the services it offers to its patients. To do this effectively, the practice needs to know what you think about the services you receive.

Tell us what we do best, where we don't meet your expectation plus any ideas and suggestions you may have.

Only by listening to you, can the practice continue to build and improve upon the service it offers.

Tell us about our service by completing the comments section in this leaflet.

- Could you easily get through by telephone?
- Did you get an appointment with the practitioner you wanted to see?
- Were you seen within 20 minutes of your scheduled appointment time?
- Were our staff helpful and courteous?

Practice complaints procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know.

The practice operates a complaints procedure as part of our NHS system for dealing with complaints.

Our complaint system meets national criteria.

Note: If you make a complaint, it is practice policy to ensure that you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

How to complain

In the first instance, please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the practice manager who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this point and you wish to make a formal complaint, please let us know as soon as possible - ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please inform us of the details of your complaint in writing within the following timescales:

- Within 12 months of the incident that caused the problem.

OR

- Within 12 months from when the complaint comes to your notice.

The practice will acknowledge your complaint within 3 working days.

The practice will contact you to arrange a convenient opportunity to discuss the complaint.

We will agree with you how the complaint is going to be investigated further and discuss a timescale for this to be completed.

When we investigate your complaint, we aim to:

- Ascertain the full circumstances of the complaint.
- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where it is appropriate.
- Identify what the practice can do, to make sure the problem does not happen again.

Comments and Complaints form

Please use the form below or alternatively you can email us at jfs.office@nhs.net

Name: _____

Address: _____

Telephone: _____

Date of comment / complaint: _____

Details:

Signed: _____