

# Complaints, concerns and feedback

## Our Process





## **About us**

Devon Doctors Group comprises of Devon Doctors Ltd and other subsidiaries including Access Dental and Access Health Care. We exist to benefit the communities we serve and are run with the support of healthcare professionals not shareholders.

Further information regarding our organisation can be found via our websites:

- [www.devondoctors.co.uk](http://www.devondoctors.co.uk)
- [www.accesshealthanddental.co.uk](http://www.accesshealthanddental.co.uk)
- [www.cranbrookmedicalcentre.co.uk](http://www.cranbrookmedicalcentre.co.uk)

## **Your views matter**

It is our aim to provide you with the best service and care possible. However, we appreciate that there may be times when the service has not met your expectations. We log all concerns raised and have a robust system to investigate, review and take actions from any lessons to be learnt in order that we can improve the quality of the service we provide.

## **Who can give feedback?**

Feedback can come from the patient or an authorised representative. In the event of a formal complaint, or any issue where a response is required, we have a duty of care to ensure consent is received from the patient or, if the patient is not in



a position to provide it, from an individual with the appropriate legal status. For example, where a patient has died, this could be their Executor.

### **Types of feedback**

We welcome all feedback including formal complaints, informal concerns and positive comments.

#### **1. Formal complaint**

Complaints should be made within 12 months of the event, or within 12 months of you realising that you had something to complain about.

### **Independent support when making a complaint**

If for any reason you feel you need additional support in making your complaint you can contact:

- Independent Health Complaints Advocacy Service [seap]  
Telephone: 0300 343 5730  
Email: [info@seap.org.uk](mailto:info@seap.org.uk)
- Patient Advisory and Liaison Service [PALS]  
Telephone: 0300 123 1672 / 01392 267665 in Devon or 0800 085 1067 in Somerset.

### **If you are not satisfied with the response**

If all local options to resolve your complaint have been tried, you can ask the Parliamentary and Health Service Ombudsman to review the matter



by calling 03450 154 033 or sending a text to their call-back service on 07624 813 005. Further information is available on the website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk). For in-hours GP practice and emergency dental complaints you can contact NHS England on 0300 311 2233.

## **2. Informal concern**

You may not wish to go through the formal complaints process but would like to raise a concern in order that we can learn from it and reduce the risk of anything similar happening to others.

## **3. Positive comments**

Both clinical and non-clinical staff appreciate receiving positive feedback from patients. We always pass on feedback to any individuals identified.

## **Contacting Devon Doctors for all types of feedback:**

- In writing: Governance Department, Devon Doctors, PO Box 524, EX1 9EE
- By email: [ddocs.patientfeedback@nhs.net](mailto:ddocs.patientfeedback@nhs.net)
- By telephone: 01392 822340

All calls to and from Devon Doctors Ltd are recorded and retained. Recordings may be



monitored and used for the purpose of training, audit and the investigation of feedback and complaints.

### **What you can expect from us**

- **Acknowledgement:** We will acknowledge your feedback within three working days. You will be given a reference number and the name of the person to contact if you have any queries during the investigation.
- **Investigation:** Your feedback, formal or informal, will be fully investigated. This will include gathering all relevant documentation, eg patient records and call recordings, and linking, as appropriate, with the clinicians, staff and other organisations involved in your episode of care.
- **Review:** The review of the investigation will, as appropriate, be undertaken by the Medical Director, Head of Governance, Senior Managers and Chief Executive.
- **Respond:** If a response is required, we will provide it within agreed timescales and ensure you are informed of any delays.

**Our aim is to resolve the issues that you have raised openly and honestly, ensuring that any learning from your experience is acted upon.**



THE SOCIAL ENTERPRISE MARK  
TRADING FOR PEOPLE AND PLANET

We are a social enterprise organisation and any surplus made is reinvested back into our services and local community.



Email [ddocs.patientfeedback@nhs.net](mailto:ddocs.patientfeedback@nhs.net) or call 01392 822340 to get this information in another language or format



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