



M. WHITFIELD LTD.

RETAIL PHARMACIES

SUNDERLAND ROAD, HORDEN, PETERLEE, CO.DURHAM, SR8 4QJ
Tel: 0191 586 4129 Fax: 0191 586 4129

Suggestions, Comments & Complaints

We aim to provide good services for our patients and customers. We would like to hear your comments, your suggestions or your complaints so that we can try to make improvements. We value your comments on how things are running and hope that you will tell us what you like about the pharmacy and also any complaints you may have.

Our aim is to deal with any complaint that has arisen as quickly as possible and to respond within a response period agreed with you or as soon as practicable. Your complaint will be thoroughly investigated and we seek to come to a mutual understanding of what has gone wrong and of any action that may be needed to put things right.

Complaints are treated confidentially. However it may be necessary for the pharmacist and staff to discuss confidential information. They will only do this as far as is necessary to investigate the complaint.

We ask you to make comments or complaints as soon as possible after the event, so that it is possible to investigate. Normally this will be within a few days of the event happening. The NHS advises us to use the following guidelines when considering whether to deal with a complaint relating to NHS services.

Complaints should be made as soon as possible after an event and they will normally be made:

- *within 12 months of the date of the incident that caused the problem or*
- *within 12 months of the date of discovering the problem*

It may be possible to investigate complaints beyond these time limits, but as time passes, the ability to recall events or to obtain documents might mean that investigation would not be beneficial. If you think you have a complaint that you would like us to investigate, about an incident some time ago, please discuss it with our complaints manager, who can decide whether it will be appropriate to investigate.

Getting help with making a complaint

NHS patients can contact NHS Independent Complaints Advocacy at their local Healthwatch office. The office for the County Durham area is:

North East NHS Independent Complaints Advocacy
Healthwatch County Durham
East Suite
First Floor
The Work Place
Heighington Lane
Aycliffe Business Park
Newton Aycliffe
Co Durham
DL5 6AH

Office: 01325 375 960
Freephone Signposting: 0808 801 0384
Fax: 01325 375 901

E-mail: info@healthwatchcountydurham.co.uk

It helps us to follow up your suggestion, complaint or comment if it is in writing but you do not have to use this form if you prefer to set out your complaint in your own way or speak to someone. Do ask a member of staff to help you.

Please turn over the page.



Please use this space to note down your suggestion, comment or complaint.

Continue on a separate sheet if necessary.

Complainant's details	
Name	
Address	
Telephone number	
Email address (if you want us to respond to your complaint using email we can do so. To consent to our using email, simply insert your email address here)	

If the complainant is not the patient we must have the patient's consent before following up the complaint.

Patient's details	
Name	
Address	
Telephone number	
I authorise the complainant to act on my behalf in pursuing this complaint and I agree that pharmacy staff may disclose confidential information about me, in so far as it is necessary to do so to answer the complaint.	Patient signature: Date: