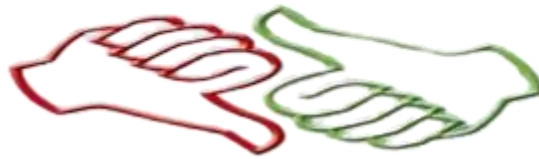


COMPLAINTS
COMMENTS
COMPLIMENTS



Our aim is to put you, the patient, first and provide you with the best possible service. To make this aim a reality it is important that you have the opportunity to tell us what you think about the service we provide. The Complaints, Compliments and Comments Procedure is one way to do this. You can tell us when we get things wrong so we can put them right. You can also tell us when we get things right, make comments about the things we do and suggest new ways of doing things.

INTRODUCTION

Route du Fort Surgery is committed to delivering a quality service at all times. However, we do accept that occasionally we can get it wrong. If you are dissatisfied with any aspect of the service you receive from either the Doctors or Staff of Route du Fort Surgery, we would like to hear from you. Equally if you are pleased with the services offered, or have a suggestion on how we might improve our services, do let us know.

We need to know the exact nature of your complaint. Please provide as much information as possible about the service provided, the individual or department involved and why you felt the service we offered did not meet your expectations.

HOW TO LODGE A COMPLAINT

You can make a complaint with the details in writing, therefore ensuring that all the facts of your complaint are recorded correctly. You can write to, fax or e-mail the Practice Manager:

Practice Manager
Route du Fort Surgery
The Lido Medical Centre
Suite 2.2
St Saviours Road
St Saviour
JE2 7LA

Fax: 01534 280776

E-Mail: practice.manager@rdf.gpnet.je

We will acknowledge your complaint within 5 working days of receipt.

It is our intention that complaints will be responded to in writing within 30 working days. If a full response cannot be given within 30 working days (e.g. The matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

WHAT TO DO IF YOU ARE STILL UNHAPPY

If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing to Senior Partner of Route du Fort Surgery.

Senior Partner
Route du Fort surgery
The Lido Medical Centre
Suite 2.2
St Saviours Road
St Saviour
JE2 7LA

The Senior Partner will reply to you within 30 working days of receipt of your letter.

IF YOU WISH TO MAKE A FORMAL COMPLAINT REGARDING A GP

If your complaint is regarding a GP of Route du Fort Surgery and having followed our complaint procedure you are still unsatisfied with the response you may take the matter up further with the Jersey Primary Care Governance Team.

Primary Care Governance Team
1st Floor Maison Le Pape
The Parade
St Helier
JE2 3PU

E-Mail: PCGT@health.gov.je