

We hope that all patients and their families are happy with the care and support they receive from the staff at Bushloe Surgery. However, we understand that sometimes things can go wrong. Initially, you may wish to raise this as a concern; the circumstances can be investigated and, if appropriate, we will endeavour to put things right.

If you need to complain, we are happy to receive complaints verbally or in writing (letter or email). When you make a complaint, our complaints manager will acknowledge receipt within 3 working days. All complaints are investigated thoroughly by talking to staff involved and reviewing your medical record. Once a response has been formulated, this will be provided to you within 10 working days of acknowledging your complaint. If you are not satisfied with the outcome, our Assistant Practice Manager can discuss this further with you. We will also provide you with a copy of our complaints procedure and how to contact the Health Ombudsman.

How to help us help you

- Tell us when it happened
- How it affected you
- How you would like us to put things right
- Please remember, if you are not the patient involved, we cannot take this complaint without their written consent to investigate
- Use simple, clear language. If you find it easier to talk through the complaint, please ask to speak with the Assistant Practice Manager who will be happy to help.

The use of AI

We want to hear about your complaint in your own words. We know some people find AI tools such as ChatGPT helpful when writing complaints. Please be aware that AI-generated text can make complaints too complicated or include legal references that are not relevant. AI generated complaints can often be harder to read and understand exactly what your concerns are. This may increase the time it takes us to review your complaint, or we may need to ask you to resubmit it.