

Complaints Procedure

We always try to give you the best possible service, but we understand that there may be times when you feel this has not happened. This information explains how you can raise a concern or make a complaint about the services we provide.

We welcome feedback and complaints as they help us learn, improve, and put things right where necessary. All complaints are treated seriously, fairly, and in confidence.

How to Make a Complaint

We offer several ways for you to raise a concern, and you can choose the option that works best for you.

1. In Person

You can raise a concern or complaint by speaking to a member of staff at the reception desk. If you wish, you may ask to speak to the practice manager who can listen to your concerns and try to help resolve the matter.

2. By Telephone

You can make a complaint by calling the Practice and speaking to any member of our team. The staff member will listen to your concerns, record the details, and ensure your complaint is passed to the appropriate person for review.

Telephone: 01392 208789

3. By Email

You may submit a complaint by email to:

Email: foxhayes.prescriptions@nhs.net

Your complaint will be reviewed and passed to the appropriate senior staff member for investigation and response.

4. By Post

You can make a written complaint by sending a letter to:

The Foxhayes Practice
117 Exwick Road

Exeter
EX4 2BH

Please mark your letter clearly as a Complaint so it can be handled appropriately.

What Happens Next

All complaints, comments, and suggestions are treated in strict confidence. Making a complaint will not affect your care in any way.

We aim to deal with complaints promptly. You will normally receive an acknowledgement within a few working days, along with information about how long the investigation is expected to take.

We will:

- Listen carefully to your concerns
- Investigate the issues raised
- Provide a clear explanation and response
- Explain any actions taken or planned

If the expected response timescale changes, we will keep you informed.

You may be offered the opportunity to meet with a member of staff to discuss your complaint. You are welcome to bring a friend or family member with you for support.

Complaints Made on Behalf of Someone Else

If you are raising a concern or complaint on behalf of another patient, we will need that patient's written consent, unless there are exceptional circumstances. This is to ensure we respect patient confidentiality.

What We Cannot Consider Under the Complaints Procedure

Please note that the Practice Complaints Procedure cannot deal with matters relating to legal liability or compensation. If you wish to pursue these, you should seek independent legal advice.

If You Do Not Wish to Complain to the Practice, or Remain Dissatisfied

If you do not feel comfortable raising your complaint with the Practice directly, or if you are unhappy with the response you receive, you may contact **NHS Devon**.

GPs

Partner - Dr Carl Bracey MBChB, MRCGP, BPharm(hons), Dip Ther.

Dr Dana Rogoian MRCGP



NHS Devon – Patient Advice and Complaints Team

Email: d-icb.patientexperience@nhs.net

Telephone: 0300 123 1672

Address: Pomona House, Edginswell Business Park, Oak View Close, Torquay, TQ2 7FF

NHS Devon supports patients and their representatives with concerns or complaints about primary care services in Devon. In most cases, they will recommend that complaints are handled directly with the Practice unless the issue relates specifically to commissioning.

Health Service Ombudsman

If you remain unhappy with how your complaint has been handled, you can contact the Parliamentary and Health Service Ombudsman, who provides an independent review.

Website: www.ombudsman.org.uk

Donna Flavin, Practice Manager/Partner
The Foxhayes Surgery
117 Exwick Road, Exeter, EX4 2BH T: 01392 208789
E: foxhayes.prescriptions@nhs.net
www.foxhayespractice.nhs.uk