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governance team and reviewed by our Medical Director.

Telephone call recordings of the patient's contact with the service will be analysed.

If you do not consent to this please let us know as soon as possible. (However, we may be unable to take your complaint forward.)

Response

We will agree with you when you can expect a response and we will keep in touch with you about the investigation's progress.

If you are not satisfied with the response

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

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP
Telephone: 0345 015 4033.

Informal concerns

If you would like to raise a concern informally please contact us and we will investigate and provide you with a response. We log all concerns and examine them to see what we can learn from them.

Positive feedback

Staff, GPs and nurse practitioners really appreciate receiving positive feedback from patients.

You can provide your feedback in various ways:

In writing: The Governance Manager
Devon Doctors, PO Box 524, EX1 9EE

By email: governance.devondoctors@nhs.net

By telephone: 01392 822 340

We always pass comments on to the relevant individuals.

If you require this leaflet in other formats please email governance.devondoctors@nhs.net

Devon Doctors

Reporting a complaint, or other feedback Our process



How our service works

Devon Doctors is commissioned by your local primary care trust to provide the out-of-hours GP service.

We have been providing this service since 1996 and we are owned by all of the GP practices in Devon.

When your GP practice is closed you can call us direct on **0845 6710 270**.

Your call is answered by a call operator in our Exeter-based control centre.

The call operator takes some brief details about the patient which are then sent to a GP or nurse practitioner.

They call the patient to make an initial assessment.

Based on this they can either:

- Provide telephone advice
- Arrange a prescription for collection
- Arrange for the patient to be seen at a local treatment centre
- Arrange a home visit if clinically appropriate (for example, patients receiving palliative care)

These details are sent to the patient's GP the next working day.

Your feedback matters

Devon Doctors treats an average 28,600 patients a month. It is our aim to provide you with the best service and care possible. However, there may be times when you feel this did not happen.

We are committed to maintaining our high standards and making further improvements. It is important that any complaints about our service are reported, acknowledged and acted upon.

Making a complaint

You can make a complaint in various ways.

In writing: The Governance Manager
Devon Doctors, PO Box 524 EX1 9EE

By email: governance.devondoctors@nhs.net

By telephone: 01392 822 340

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

Complaints may also be made to your local primary care trust, which commissions our service.

Who can complain

A complaint may come from the patient or their authorised representative. We have a duty to ensure consent is received from the patient if a complaint is made on their behalf by someone else.

If the patient is unable to give consent themselves (e.g. they are aged under 16, or physically/mentally unfit) then consent will be sought from the patient's representative.

Independent support when making a complaint

Central government has established an **Independent Complaints Advocacy Service (ICAS)** which can provide help for people bringing complaints about NHS services.

This is a free and confidential available locally. If for any reason you feel you need additional support in making your complaint you can contact ICAS by telephoning **01579 345 193**. www.seap.org.uk/icas

What you can expect from us

Acknowledgement

We will acknowledge your complaint within three working days, starting from the date we receive it.

Investigation

Your complaint will be fully investigated by our [Please turn over](#)