



The Complaints Procedure

The Partners and Staff at Mayfield Medical Centre endeavour to always give you the best service possible, but there may be occasions when you feel you wish to express dissatisfaction. The purpose of this leaflet is to explain what to do if you have a complaint about the services this practice provides for you.

We offer an in-house procedure to deal with your concerns. This procedure does not deal with matters of legal liability or compensation, but we hope you will use it to give us the opportunity of looking into and if necessary, correcting, any problems that may have arisen or mistakes that may have been made.

Using this procedure does not affect your right to make a formal complaint to the Local Integrated Care Board (ICB) if you so wish, and the appropriate contact addresses for the ICB and the Patient Advice and Complaints Team (PACT) are below.

If you wish to make a complaint on behalf of someone else, please note that we must respect our duty of confidentiality to patients, and a patient's written consent will be necessary if a complaint is not made by that patient directly.

What Do You Do Next?

If you wish to make a complaint, please do so in writing. Alternatively, please leave your contact telephone number and the Practice Manager or relevant Line Manager will contact you within the next 48 working hours.

They will acknowledge your letter within 3 working days and will endeavour to reply in full within 14 working days, however, there may be some instances where it may take longer to respond, and you will be notified should this be the case. In some instances, you may be offered a face to face meeting with a senior member of staff or relevant clinician to discuss your concerns. You may bring a friend, relative or representative with you to the meeting if you wish. We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken.

Mayfield Medical Centres

37 Totnes Road, PAIGNTON, Devon, TQ4 5LA
Cherrybrook Square, Hookhills Road, PAIGNTON, Devon, TQ4 7SH
Brixham Hospital, Greenswood Road, Brixham, Devon, TQ5 9HW
Tel: 01803 495400 www.mayfieldmedicalcentre.co.uk



If you are dissatisfied with our response, you have the right to escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO). The below information explains how the PHSO can be contacted:

- Visiting the website: www.ombudsman.org.uk
- Calling 0345 015 4033
- Writing to: The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP

Thank you
Mayfield Medical Centre

Useful Contact Details

Local Integrated Care Board (ICB)
NHS Devon
Telephone: 0300 123 1672
Email: d-icb.patientexperience@nhs.net
Post: Patient Advice and Complaints Team (PACT)
Pomona House
Edginswell Business Park
Oak View Close
Torquay
TQ2 7FF

Contact information can also be found on the One Devon website:
www.onedevon.org.uk/contact-us/patient-advice-and-complaints

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