

Complaints Procedure

The doctors, other practitioners and staff of IslandHealth make every effort to provide the highest standard of treatment and care to patients and their families.

Sometimes you may feel that we have fallen short of this ideal or that the system has not provided what you require.

We appreciate any constructive suggestions that you may have and have a robust complaints procedure that ensures any issues raised are appropriately investigated.

Complaints

Complaints should be made in writing to the practice manager (Mr Andrew Carey) who will refer the matter to the doctor or member of staff concerned and to the practice management committee.

If you have a complaint please put it in writing or e-mail (enquiries@health.gg) addressed to:

**Mr. Andrew Carey, Practice Manager,
St Sampsons Medical Centre,
Grande Maisons Road,
St Sampson's,
Guernsey, GY2 4JS.**

Independent Bodies:

If for any reason you do not feel able to complain to, or register concerns with, the doctor or organisation concerned then you are able to discuss this with the Responsible Officer (RO) who will ensure that appropriate actions are made.

The responsible officer is independent of practices and organisations in Guernsey and has a duty to ensure that investigations are fully investigated and concerns addressed.

Issues should be addressed to Peter.Rabey@gov.gg or

**Dr Peter Rabey, Responsible Officer,
HSC Corporate Headquarters,
The Vauquiedor,
St Andrews,
Guernsey, GY6 8TW.**

The local Citizens Advice Bureau is also available to support patients at any stage during the complaints process.

Patient Safety:

If at any stage there is immediate concern for patient safety, the complaint will be brought to the RO's attention without delay. Appropriate cases will be raised at a Significant Events Meeting to ensure lessons learned will not be lost to the Practice.

March 2021.