



GENERAL PRACTITIONERS

Dr Jonathan Aitken BMBS (Notts), MRNZCGP, MSc Hons (Cant)
Dr Danielle Brown MBChB, Dip Obst, Dip Paeds, FRNZCGP
Dr Sandra Hicks MBChB Dip Obs FRNZCGP
Dr Philip Jacobs MBChB Dip Obs FRNZCGP Dip Palliative Med
Dr Sarah Marr MBChB (Edin) MRCP(UK) FRNZCGP
Dr Paul O'Gorman MBChB Dip Obs FRNZCGP Dip Child Health

Patient Complaint Procedure Handout

Procedure upon receipt of a complaint:

- 1 The complaint is received by the Practice Manager.
- 2 Within 5 working days a letter or email acknowledging receipt of the complaint is sent to the patient along with a copy of the *Code of Health and Disability Services Consumers' Rights* plus advocacy contact details.
- 3 A copy of the complaint is given to any staff members involved and they are given the opportunity to respond.
- 4 A meeting is held between a Partner of the Practice, the staff member/s involved and the Practice Manager.
- 5 Every complaint is reported to the Partners at their regular monthly meeting.
- 6 From these two meetings, recommendations for any changes necessary are discussed and all staff are advised of any changes to policy or practice.
- 7 The patient is informed of the response in writing within 10 working days of the acknowledgement of the complaint. If more time is needed the patient will be notified.
- 8 The patient is encouraged to reply if they are not happy with the outcome.
- 9 All communication is kept on file in the Practice Manager's office.

Halswellhealth's aim is to satisfy our patients' needs.

We appreciate your comments to help us better our service.

All patients should be aware of the
Code of Health and Disability Services Consumers' Rights

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