

Drs Evans & Bishop New Wokingham Road Surgery Complaints Procedure

We strive to provide the best possible service to all of our patients. But if you feel unhappy about any aspect of your care or our service, then do let us know your feedback will help us to improve standards.

Who Can Make A Complaint?

A complaint may be made by any current or past patient, their appointed representative or if the patient is a child, by a parent, guardian or an organisation under the Children Act 1989. Where the patient is an incapable adult, a relative or other adult person who has legal responsibility for the patient's welfare may make the complaint instead. The complaint must be made within 6 months of the date of the occurrence or from when it was first noticed.

How Can I Complain & What Happens?

- (a) In most cases, complaints can be dealt with simply and informally by talking them through with the Practice Manager, Jane Kirkwood, who will investigate the problem. If you wish to register a formal written complaint then you can do so via the form on our website <https://newwokinghamroadsurgery.nhs.uk/navigator/feedback/> or by writing to :

Jane Kirkwood
The Practice Manager
New Wokingham Road Surgery
18 New Wokingham Road
Crowthorne
Berks
RG45 6JL

or via telephone: 01344 773 418

- (b) Complaints, whether verbal or written, will be:
- i. logged
 - ii. acknowledged, either verbally or in writing, within three working days starting from the day on which your complaint was received or, where that is not possible, as soon as is reasonably practicable; and
 - iii. properly investigated;
- (c) Within 30 working days from receipt of your complaint or where that is not possible (eg. due to absences), as soon as reasonably practicable, you will receive a written summary of the investigation and its conclusions;
- (d) Where an investigation requires consideration of the patient's medical records by someone outside of the Practice, you will be notified that it will involve disclosure of your records to a third party;
- (e) The Practice Manager will keep a record of your complaint and copies of all correspondence relating to it. This is kept separately from your medical records.

What If I'm Not Happy With The Outcome Of My Complaint?

We would like to think that we can satisfactorily resolve the majority of complaints but if you are not completely satisfied, you have the right to move on to the next stage of the NHS Complaints procedure, as follows:

1. Contact:

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 03003 11 22 33

Email: england.contactus@nhs.net

2. If after mediation you still feel your complaint has not been satisfactorily resolved, you can refer the matter to the Health Services Ombudsman by writing directly to:

The Parliamentary & Health Services Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

or by visiting the 'Making a complaint page' at <http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form).

Alternatively, you can call the PHSO Customer Helpline on Tel: 0345 015 4033 from 8.30am to 5.30pm, Monday to Thursday / Friday 8.30am to 12pm or send a text to their 'call back' service: 07624 813 005.

New Wokingham Road Surgery
For annual review