**Drs Evans, Bishop & Carter**

**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 12 months of the date of the occurrence or from when it was first noticed.

**How Can I Complain & What Happens?**

1. In most cases, complaints can be dealt with simply and informally by talking them through with the Practice Manager, Jane Kirkwood, or our Complaints Manager, Sheila Dinan, 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  
Berkshire  
RG45 6JL   
  
via telephone: 01344 773 418

or via email: [surgeryreception@nhs.net](mailto:surgeryreception@nhs.net)

(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:   
  
BOB ICB

Unipart House

Garsington Road

Cowley

OX4 2PG

T: 01189 822720

E: [bobicb.palscomplaints@nhs.net](mailto:bobicb.palscomplaints@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](http://www.ombudsman.org.uk/make-a-complaint)' 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 9am to 4pm, Monday to Thursday / Friday 8.30am to 12pm or send a text to their 'call back' service: 07624 813 005.

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Reviewed: June 2025

For annual review