

Drs Bishop, Carter & Warner
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?

- (a) 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 complaint you can do so by emailing surgeryreception@nhs.net 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

- (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 Thames Valley Integrated Care Board (ICB)
Unipart House
Garsington Road
Cowley
OX4 2PG
T: 01189 822720
E: tvicb.ppetthamesvalleyicb@nhs.net

2. If after mediation you still feel your complaint has not been satisfactorily resolved, you can refer the matter to the [Public Service Ombudsman](#) at:

Millbank Tower
Millbank
London
SW1P 4QP OR

Citygate
Mosley Street
Manchester
M2 3HQ

Alternatively, you can call the Public Service Ombudsman Customer Helpline on
Tel: 0345 015 4033 from 9am to 4pm, Monday to Thursday / Friday 8.30am to 12pm.