

## **WOOSEHILL MEDICAL CENTRE**

### **How to complain: -**

We sincerely hope that most problems can be dealt with and sorted out at the time they arise. If your problem cannot be dealt with simply and you wish to make a complaint, please make it as soon as possible.

It is important that this is within a few days (or at most a matter of weeks) as it is easier to establish the circumstances of the complaint whilst still fresh in people's minds.

If, for some reason, this is not possible, you must make your complaint within six months of the incident giving rise to the complaint or within six months of discovering you have a problem, provided this is within twelve months of the incident.

Your complaints should be addressed to **Rowena Beech** Practice Manager or any of the practice doctors. You may ask for an appointment with Rowena Beech to discuss your complaint. She

will explain our complaints procedure and ensure that your complaint is dealt with promptly. Please have full details of your complaint available.

### **Our response: -**

We shall acknowledge your complaint within three working days from the date you raised it with us, undertake an investigation into your complaint and aim to complete the process within twenty working days.

We would expect at that stage to be able to offer you an explanation or arrange a meeting with the person(s) involved.

### **We will aim: -**

- To find out what happened and what went wrong.
- To make it possible to meet with those concerned and discuss the problem.
- To make sure you receive an apology if this is appropriate.

- To make sure that the problem does not happen again.

### **Complaining on behalf of someone else: -**

We always keep strictly to the rules of medical confidentiality. If you wish to make a complaint on behalf of someone else, we have to know that you have his/her permission to do so.

You must, therefore, obtain a note signed by the person, unless through illness they are incapable of providing one.

### **NHS Frimley Integrated Care Board (ICB) South-East Complaints: -**

If you have a problem, we very much hope that you will use our complaints procedure. This way we will be given the best chance to put things right and improve our practice. This does not, however, affect your right to approach NHS Frimley ICB South-East if you would rather take your complaint to them or if you are

not satisfied with the results of our investigation.

### **Useful addresses and phone numbers:**

South East Complaints Hub  
NHS Frimley ICB  
Aldershot Centre for Health  
Hospital Hill  
Aldershot  
Hampshire  
GU11 1AY

Tel: 0300 561 0290  
Email: [Frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)

The Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

Tel: 0345 015 4033  
Email: [phso.enquires@ombudsman.org.uk](mailto:phso.enquires@ombudsman.org.uk)

NHS Complaints Advocacy Service  
SEAP

Tel: 0330 440 9000  
Email: [Hastings.office@seap.org.uk](mailto:Hastings.office@seap.org.uk)

If you have a complaint or concern about the service you have received from our Practice Staff or Doctors, please let us know as it will help us to improve our service to you.

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria.

Please see inside this leaflet for details of how to register a complaint and our code for responding to a complaint.

## **WOOSEHILL MEDICAL CENTRE**

### **Patient Information Leaflet**

## **Complaints**

**Woosehill Medical Centre  
Fernlea Drive  
Woosehill  
Wokingham  
Berkshire  
RG41 3DR**

**T: 0118 9788689**  
**Email: [complaints.woosehill@nhs.net](mailto:complaints.woosehill@nhs.net)**

