

Woosehill Medical Centre

Fernlea Drive, Woosehill, Wokingham, RG41 3DR
Tel: (0118) 978-8689 www.woosehillsurgery.co.uk

Complaints Procedure

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 details below of how to register a complaint and our code for responding to a complaint.

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 the Practice Manager, Rowena Beech. You may ask for an appointment 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 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 must know that you have his/her permission to do so.

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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 Complaints if you would rather take your complaint to them or if you are not satisfied with the results of our investigation.

If however, you wish to express any concerns regarding the NHS service please contact The Patient Advice and Liaison Service, known as PALS

What does PALS do?

PALS will:

- Provide you with information about the NHS and help you with any other health-related enquiry.
- Help resolve concerns or problems when you are using the NHS.
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint.
- Provide you with information and help introduce you to agencies and support groups outside the NHS.
- Inform you about how you can get more involved in your own healthcare and the NHS locally.
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise.
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

[Find your nearest PALS](https://www.woosehillsurgery.co.uk/practice-information/complaints/)

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Next review July 2024

Jane Jacques/Dr Sanveer Tiwana