

## FEEDBACK AND COMPLAINTS

We welcome all types of feedback. It is encouraging to hear what we are doing well, and helpful to find out where you think we could make improvements. We have a book for your comments on the desk at reception.

Despite our best efforts, sometimes a patient may feel they have a genuine cause for complaint. We will always try to resolve this in-house where possible; if you are unhappy about any aspect of your care we suggest you discuss this in the first instance, with the member of the practice team you feel most comfortable with, who may be able to deal with the problem quickly and easily.

Otherwise, please ask to speak to, or write, to the Practice Manager, Jay Francisco. Your complaint will be acknowledged within three working days, with a plan as to how it will be investigated, and a time-frame in which this will be achieved. The responsible partner for complaints handling is Dr C Allen, who will oversee the investigation, and either Dr Allen or the Practice Manager will report back to you.

You may wish to seek independent help with your complaint. You can contact the NHS Complaints Advocacy Service for more information:

Telephone: 0300 330 5454  
Fax: 0330 088 3762  
Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)  
Website: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

Their address is as follows:

NHS Complaints Advocacy, VoiceAbility  
Mount Pleasant House  
Huntingdon Road,  
Cambridge CB3 0RN

Patients who have a comment or complaint about a GP, dentist, pharmacy or optician, which cannot be resolved locally with the practice manager, can contact NHS England using the details below.

**NHS ENGLAND**  
PO BOX 16738  
Redditch  
B97 9PT  
Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you are unhappy with our response, you have the right to go to the Parliamentary and Health Service Ombudsman for an Independent Review. The Parliamentary and Health Service Ombudsman can be contacted as follows:

**The Parliamentary and Health Service Ombudsman**  
Millbank Tower  
Millbank  
London  
SW1 4QP  
Tel: 0345 015 4033  
Fax: 0300 061 4000  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

