Other organisations you can contact

Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this Practice, then you can contact the Care Quality Commission.

0300 061 6161

www.cqc.org.uk

Patient Advisory Liaison Service (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. They can help tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally. Your local PALS office can be contacted here:

0300 561 0250

www.cqc.org.uk

Ombudsman

If you are not happy with the response from this Practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS.

0345 015 4033

www.ombudsman.org.uk/making-complaint

How to complain

In the first instance, please discuss your complaint with the staff member concerned. Most problems can be sorted out easily and quickly at the time they arise.

If the issue cannot be resolved in this way, there are a variety of ways to register your complaint with us:

- Complete the online form on our website.
- Post or hand deliver a letter to the Health Centre.

How to contact us

01225 435757

Trowbridge Health Centre
Hammersmith Fields
Trowbridge, BA14 8LW

www.trowbridgehealthcentre.co.uk

Help making your complaint

You can get free help and support from an Advocacy Service when pursuing your complaint. In Wiltshire that would be the charity The Advocacy People.

0300 343 5733

info@theadvocacypeople.org.uk

Trowbridge Health Centre
Wingfield Road Surgery

PRACTICE COMPLAINTS PROCEDURE

Our partners

Dr. S Locke	Dr. D Ponty
Dr. C Bundy	Dr. T Argyle
Dr. C Sheppard	Dr. H Tansley

We seek to ensure that complaints are:

- Listened to and investigated thoroughly
- Dealt with consistently throughout the practice
- Acknowledged speedily and recorded
- Dealt with in an appropriate, fair and timely manner
- Learned from.

Our complaints procedure

If you have a complaint about the service you have received from any member of staff working in this Practice, please let us know.

- The Practice operates a complains procedure as part of the NHS system for dealing with complaints.
- Our complaints process meets national criteria.
- It is Practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.
- Complaints will not be recorded on your patient record.

You are required to let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem;

OR

- Within 12 months from when the complaint comes to your notice.

How we will manage your complaint

We will acknowledge your complaint within three working days of receiving it.

Your complaint will then be reviewed by the Practice Manager and the complaints team.

When the Practice investigates your complaint, it aims to:

- Discover the full circumstances of the complaint.
- Make arrangements for you to discuss the problem with those concerned, if you would like to do this.
- Make sure you receive an apology, where this is appropriate.
- Identify what the Practice can do to ensure the problem does not reoccur.

The complaints team will provide you with a full response once they have fully investigated your complaint. The length of time needed to investigate will depend on the complexity of the complaint, but we look to respond as quickly as we can.

You can request a meeting to discuss the complaint at any stage.

Making a complaint on someone else's behalf

Please note that Trowbridge Health Centre adheres to strict levels of patient confidentiality.

Because of this, if you are making a complaint on behalf of someone else, the Practice will need their permission. Written consent will be required from the person concerned, unless they are incapable of providing this.

Please provide the precise details of the circumstances which prevent the patient giving consent in your letter.

If you'd prefer not to complain directly to us

The Practice Management team hope that if you have a problem with the service you have received from us you will contact us directly to raise your concerns.

However, if you feel you cannot raise your complaint with us directly, you can contact the NHS South West regional complaints team instead. They will then handle the complaint.

england.complaintssouthwest@nhs.net

0300 561 0250