

Woodlands Medical Practice

Suggestions, Complaints and Compliments Policy

Review date; 22/4/2027

Practice 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 complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Fiona Butcher (f.butcher@nhs.net), practice manager, who will try to resolve the issue and offer you further advice on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem.
- Within 12 months from when the complaint comes to your notice the practice will acknowledge your complaint within three working days.

When the practice looks into your complaint it aims to:

- The practice will arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.
- Ascertain the full circumstances of the complaint.
- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what the practice can do to make sure the problem does not happen again.

Advocacy Service for NHS Complaints

This is a national service that supports people who want to make a complaint about their NHS Care or treatment. Your local service can be found on www.pohwer.net/our-services/nhs-complaints-advocacy.

Ombudsman

If you have not received a satisfactory response from this practice, your local Clinical Commissioning Group, or NHS England, you can then refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

You can call the Ombudsman's complaints helpline on [0345 015 4033](tel:03450154033) or www.ombudsman.org.uk or Textphone (Minicom) 0300 061 4298.