

## Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- SeAp Advocacy gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Healthwatch on 01962 440262

## Further actions

If you are dissatisfied with the outcome of your complaint from either this practice or NHS South East Complaints Hub, then you can escalate your complaint to:

Parliamentary Health Service  
Ombudsman (PHSO)  
City Gate,  
51 Mosley Street,  
Manchester,  
M2 3HQ

[Tel: 0345 015 4033](tel:03450154033)

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Meon Health Practice

01329 845777

Highlands, 102 Highlands Road, Fareham PO15 6JF  
Jubilee, Barrys Meadow High Street, Titchfield, PO14 4EH  
Whiteley, Yew Tree Drive, Fareham PO15 7LB



## The Complaint Process





## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Meon Health Practice.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

## How to raise a concern or complaint

Most complaints can be resolved at a local level and can be made in the following ways:

1. Completing a Formal Complaints Form, available from reception
2. By letter to:  
Complaints c/o The Highlands Practice,  
102 Highlands, Fareham, PO15 6JF
3. By telephone with our team  
01329 845 777

If for any reason you do not want to speak to a member of our staff, then you can request the NHS South East Complaints Hub investigate your complaint. They will contact us on your behalf:

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

Phone: 0300 561 0290

Email: [Frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)

A complaint can be made verbally or in writing.

## Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaints manager will respond to all complaints within **three business days**.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

## Investigating complaints

Meon Health Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Meon Health Practice will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

## Third party complaints

Meon Health Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third-Party Patient Complaint Form is available from reception.

## Final response

Meon Health Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.