

Advocacy support



Website: www.swanadvocacy.org.uk
Telephone: 03333 447928



Age UK Advice Line 0800 678 1602

Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP
Tel: 0345 015 4033
www.ombudsman.org.uk

South Wight Medical Practice
New Road, Brighthstone, Blackgang Road Niton, Yarborough Close Godshill, Isle of Wight
01983 730257 / hiowicb-hsi.southwight.complaints@nhs.net

The Complaints Process

South Wight Medical Practice





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at South Wight Medical 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.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; they will arrange for you to speak to the complaint's manager, Mrs N Stevenson (Practice Manager).

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT

03003 112233 / england.contactus@nhs.net

A complaint can be made verbally or in writing. You can complain via email to hiowicb-hsi.southwight.complaints@nhs.net

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 updates regarding the investigation of your complaint.

Investigating complaints

South Wight Medical Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

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

Third party complaints

South Wight Medical Practice allows a third party to make a complaint on behalf of a patient. The patient must provide written consent for them to do so.

Final response

South Wight Medical Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.