



HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT

This leaflet will explain:

- **The system for making a compliment, comment or complaint**
- **Why we have this system**
- **How it will help you**

The System

We receive compliments in many different ways and appreciate every single one, from a kindly worded letter to someone just saying 'thank you'. We will also gratefully receive comments about any aspect of your care and appreciate the opportunity to discuss your views.

If you are at all unhappy with the care or service you have received, please remember that we are here to help and to remedy the situation as best we can. If you have a complaint and wish to discuss this with a member of staff please speak to reception in the first instance and explain your concern. We will endeavour to help as quickly as possible to ensure a satisfactory outcome is reached.

If you prefer to put your concerns in writing please ask a member of the reception team who will provide you with some relevant written information and a complaints form.

You can also write directly to our Site Manager, if you would like to make a compliment, suggestion, comment or complaint. If you are writing to complain about something we will acknowledge your letter within 2 working days and will investigate your complaint with the relevant members of the team. The practice will respond to your complaint with a written response within 28 days. Quite often it is useful to arrange a meeting to discuss your concerns.

It is often helpful to voice your concerns, rather than writing a letter, and if we are unable to resolve the problem straightaway we can pass on this information to speed up a satisfactory outcome.

You can also give feedback on our website www.westongrove.com

Why we have the system

The system enables us to learn from constructive comments from our patients, focus on any training issues that may arise and to praise members of staff. It also provides a good form of communication with individual patients to explain our systems and services in more detail, based on their own individual experiences.

How it will help you

It will help you by providing a constructive way for you to communicate your positive experiences at the surgery, or any concerns you may have, and provide the opportunity to discuss them with a member of staff. We view all compliments or complaints constructively to enable us to improve our service to you

If you need further clarification please contact Bernie Flynn, Site Manager, Bedgrove Surgery.

Useful Contact Information

Internet www.westongrove.com

Reception Number 01296 330330

If you need further information you may find the NHS Choices website useful www.nhschoices.nhs.uk

Or contacting **bucksccg.palscomplaints@nhs.net**

You can also contact NHS England

Post ;

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

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net