



**What to do if you
are not happy
with us**





This leaflet tells you

- What to do if you are not happy with your healthcare at HMG.
- What will happen next.

What to do if you are not happy with us

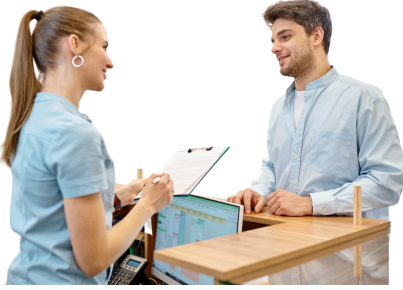


GP Surgery

- You need to tell us if you are not happy with your healthcare at HMG.
- Tell us what you are unhappy about.
- **This is called making a complaint.**
- It is fine to make a complaint. No one will be cross or treat you badly because of it.



How to make your complaint



1) Start by telling us about your complaint.

You can:

- **Speak to Reception.**
- **Fill in a form on our website.**
- **Email us.**
- **Write to us.**
- **Speak to us on the telephone.**



Tell us if you find it hard to read or write. There may be other ways that we can help you.



It may help to talk to the person that you are unhappy with first. It may solve the problem.



2) Think about what you want to say when you make your complaint.

You need to say what you are unhappy about.

You can tell us



- What happened.
- When it happened.
- where it happened.
- Who you want to complain about.
- What you want us to do to make it better.



You will also need to give us some information like your name, address and date of birth.



3) Make your complaint as soon as possible.

Within 12 months of the problem if you can.

This can help to get your problem sorted out quickly.

You can ask for help

If you want some help to make your complaint.

You can ask

- Someone that you know and trust, like a family member or friend.
- A group called **Healthwatch Herefordshire**.

They help people to speak up about any problems they have with healthcare.



healthwatch
Herefordshire

How to contact us with your complaint



- Send your complaint in writing to:

**Bryony Reed
Station Medical Centre
Station Approach
Hereford HR1 1BB**



- Send your complaint by email to:

hwicb.hmg.feedback@nhs.net



- Fill in the form on our website:

www.herefordmedicalgroup.co.uk/complaint-form

What happens next



We will answer you within 3 days.

- We will let you know how long it might take to finish looking at your complaint.
- We might call you on the phone or write you a letter to talk about your complaint.



We will write to you when we have finished looking at your complaint.



We will tell you what we can do to make the problem better.

If you are unhappy with how your complaint was looked at

If you are unhappy with the way your complaint was looked at, you can:

- Contact the **Parliamentary and Health Service Ombudsman** who help sort out complaints when people have problems with their healthcare.

- Write to them at:

The Parliamentary and Health Service Ombudsman
Millbank Tower 30 Millbank
London
SW1P 4QP

- Call them on:

0345 0154033

