

How to Complain





What is a complaint?

Telling someone that you are not happy about something.

This may be something about your medical treatment, the staff or the medical centre building.

If you can, tell someone straight away that you are not happy.



If you are still not happy, you can make a **formal complaint**.



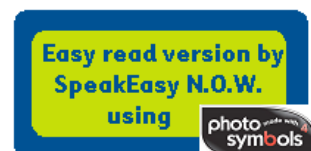
Who can make a complaint?

Anyone who is a patient at the surgery.

Someone else can make a complaint for you. If you agree in writing.



You must complain within 12 months.



How to make a formal complaint

You need to make your complaint to -

Helen Garfield, Practice Manager



If you can, write down what you are not happy about and why.

Take it to or post it to Helen Garfield at:



The Spa Medical Practice
Droitwich Medical Centre
Ombersley Street
Droitwich Spa WR9 8RD



If you find it difficult to write it down, you can phone Helen or make an appointment to meet her.



Telephone: 01905 772389

What will happen next?



We will tell you we have your complaint within 3 working

days

We will try and deal with it within 10 working days

We will write to you or meet you to tell you what will happen



If you are still not happy



You can contact the **Health Service Ombudsman**.

They look at complaints about any NHS health services in England.



0345 015 4033

phso.enquiries@ombudsman.org.uk



If you need some support with making a complaint you can contact

Onside Advocacy in Worcester.

01905 27525