

Who can help with your complaint?

NHS ENGLAND

If you have a concern or complaint about a GP or Practice that can't be resolved locally with the Practice, please contact:-

South East Complaints Hub

NHS Frimley ICB King Edward V11 Hosp St Leonards Road, Windsor SL43DP

Phone number: 0300 561 0290

Email: Frimleyicb.southeastcomplaints@nhs.net

The Advocacy People

The Advocacy People are an Independent Advocacy Service who are available to support you.

The Advocacy People, PO Box 375, Hastings, TN34 9HU

Tel: 0330 440 9000

Email: info@theadvocacypeople.org.uk

Web: www.theadvocacypeople.org.uk

Healthwatch

In addition, your local Healthwatch can provide free assistance. Healthwatch are available at every stage of the complaints process to provide confidential support from someone who is independent of the NHS.

<https://www.healthwatch.co.uk/contact-us>

Helpline: 03000 683000

enquiries@healthwatch.co.uk

The Ombudsman

If you remain dissatisfied then you have the right to refer your complaint to the Health Service Ombudsman. They would require a clear statement of what issues remain outstanding.

Parliamentary and Health Service Ombudsman

Citygate Millbank Tower,

45-51 Mosley Street Millbank,

Manchester London,

M2 3HQ SW1P 4QP

Helpline: 0345 015 4033

[Making a complaint | Parliamentary and Health Service Ombudsman \(PHSO\)](#)



Sharon Holmes

Patient Liaison Manager

The Park Surgery and

Herne & Broomfield Surgeries

Tel: 01227 742568

kmicb.parksurgerycomplaints@nhs.net

Listening Responding Improving



A brief guide on how to voice your
appreciation, complaints or concerns

Compliments, Comments, Concerns and Complaints

We aim to provide our patients with the best care we can and would like to hear from you if you think we have done something well, or if you have suggestions on how we could do something differently. Equally we know that there will be times when we fall short of the mark and want to know if you are unhappy with our service.

If you have a complaint please do not be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will do our best to put right anything that has gone wrong and this leaflet aims to help you to make your views known to us.

Complaints can be made by email to kmicb.parksurgerycomplaints@nhs.net, by letter addressed to our Patient Liaison Manager or by phoning and asking to speak to them.

Patient Participation Group Details:

We would like views from patients from as broad a spectrum as possible to get a truly representative sample. If you would be willing to join this group please ask for an application form at reception or email

Contact Name: Katie Marsden Reception Manager

Email: Kmicb.pm.parksurgery@nhs.net

Who can make a complaint?

Complaints can be made by patients either on their own behalf or by a representative (with your consent).

What are the time limits for making a complaint?

As soon as you can whilst you can remember the details clearly. Usually the NHS Complaints Procedures only deal with complaints made within 12 months of the event or within 12 months of finding out that there is something that you should complain about. This time limit might be waived if there are good reasons why you were not able to let us know earlier and we can still carry out an effective investigation.

When something goes wrong

If you have a complaint or concern the quickest way to resolve it is to speak to a member of the team and if they can resolve it straight away they will do so. If not they will refer the matter to the Complaints Manager who will take matters from there.

What happens next?

We will acknowledge your complaint and make early contact with you (usually within 3 working days) to discuss the way forward. The discussion can be face to face but need not be depending upon what is most convenient for all concerned.

Your complaint will be thoroughly investigated and you will receive a full written response within 40 working days.

What other options do I have?

Complaints can be directed to NHS England rather than the Practice and they may undertake the complaint handling or in some cases with your consent, may refer the complaint back to the Practice. NHS England are obliged to notify the Practice about any complaints it receives.

What happens if the complaint involves a hospital?

Where other organisations such as hospitals are involved in the complaint, we will aim to provide you with a co-ordinated response covering all aspects of your complaint. Where a complaint is solely about a third party, we may seek your agreement to pass the complaint to them.

And finally...

Once the investigation has been concluded a letter will be sent to you setting out how we investigated your complaint as well as details of the actions taken or to be taken as a result of our findings. We hope that your complaint will be resolved at this stage, but if not we may invite you to discuss what else might be done. If you remain unhappy, we will write to advise you that we are satisfied with the way the complaint has been investigated and to provide you with details of the Parliamentary and Health Service Ombudsman to whom you will then have recourse.