

Integrated Care Board (ICB)

The integrated care board (ICB) can manage complaints relating to provider organisation, such as acute hospital, ambulance service or community service, and commissioning decision.

Email:

hiowicb-hsi.patientexperience@nhs.net.

Alternatively you can raise a complaint with the provider of the service directly.

More details can be found on the ICB website as to what areas they deal with:

<https://www.hantsiow.icb.nhs.uk/contact-us/patient-experience-and-complaints>



Any Suggestions?

We are also interested in suggestions you may have to help us improve our service to patients.

Dr A Ashworth

Dr B Sales

Dr A Lawrie

Dr J Perry

Dr T Diffey

**The Portchester Practice
Portchester Health Centre
West Street
Portchester
PO16 9TU**

**Telephone:
02392 176101**

**Email:
hiowicb-
hsi.portchester.practice@nhs.net**

www.theportchesterpractice.nhs.uk

Last updated March 2025

**The
Portchester
Practice**

**Making
a
Complaint**

Making a Complaint

We hope that if you have a problem within our Practice, you will let us know about your concerns. We believe that this will give us the best chance of putting right whatever has gone wrong and give us an opportunity to improve the Practice.

Please submit your complaint in writing with as much detail as possible and preferably within 12 months of the incident occurring

If you require help in raising a complaint then please contact

Healthwatch Hampshire
Freepost RTHH-KGST-ZRBC
Healthwatch Hampshire
Westgate Chambers
Stable Gardens
Winchester
SO32 8SR
Tel: 01962 440 262
www.healthwatchhampshire.co.uk

Or alternatively you can contact your local Citizens Advice Bureaux (CAB) – Their service is free and independent of the NHS

Upon receipt of a complaint we will:

Acknowledge the complaint within 3 working days
*

Investigate the complaint
*

Offer to discuss the matter in person
*

Identify how we can put things right & prevent it happening again
*

Provide a written response within 10 working days, this will include: a statement of the issues, investigations & findings, an apology or explanation as appropriate.

Who Can Make a Complaint?

Every patient has the right to make a formal complaint.

The practice may receive a complaint on behalf of a patient or former patient as long as written consent is provided by them.

The practice may also receive a complaint from the next of kin of a deceased patient.

If you have complaint about our GP Practice please see overleaf for our Practice Manager's contact details and NHS England.

Please address any complaints to

The Practice Manager

The Portchester Practice
Portchester Health Centre
West Street
Portchester
PO16 9TU

Alternatively you can raise complaints about GP, dentist, pharmacy, optician or GP services (not out of hours - 111) with

NHS England

Tel: 0300 311 2233

Email: England.contactus@nhs.net

Please note – All complaints will be dealt with in the strictest confidence.

Making a complaint will NOT affect the care you receive.

If you still remain dissatisfied with the result of our investigations you do have the right to take your complaint to

The Health Service Ombudsman

Tel: 0345 015 4033

www.ombudsman.org.uk