

## Trowbridge Health Centre



# Complaints Procedure

At Trowbridge Health Centre, we offer a friendly, efficient and professional service to all of our patients. However, we understand that sometimes patients may feel that they want to make a complaint.

This leaflet explains what to do if you have a complaint about the service you have received from the doctors or any of the staff working in the practice.

We operate a Practice Complaints Procedure which meets nationally agreed criteria, as part of an NHS wide system for dealing with complaints



### Independent Review

If you are not satisfied with the Practice response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of the government and the NHS. Her service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although she can waive them if she thinks there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033, textphone 0300 061 4298, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or fax 0300 061 400. There is also a call back service if you text 07624 813005.

Further information about the Ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You can write to the Ombudsman at:  
The Parliamentary and Health Service  
Ombudsman, Millbank Tower, Millbank, London SW1P  
4QP

Trowbridge Health Centre

Hammersmith Fields  
Trowbridge  
Wiltshire  
BA14 8LU

Telephone: 01225 435757  
Email: [trowbridge.hc@nhs.net](mailto:trowbridge.hc@nhs.net)  
[www.trowbridgehealthcentre.co.uk](http://www.trowbridgehealthcentre.co.uk)

### How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise with the person concerned. If your problems cannot be resolved in this way and you wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event, ideally within a matter of days or at most a couple of weeks because this will enable us to establish what happened more easily. In any event, this should be:

- Within 12 months of the incident
- Within 12 months of you discovering that there is a problem, giving as much detail as you can.

### Who to Contact

Formal complaints should be addressed to Jane Milton, Practice Manager. This can be done via writing or by emailing [trowbridge.hc@nhs.net](mailto:trowbridge.hc@nhs.net)

However if you prefer not to raise the matter directly with the practice you can complain via NHS England. The NHS Commissioning Board (NHS England) offers free advice and information on making a complaint. If you require help, please contact;

NHS England  
P O Box 16738  
Redditch  
B97 9PT  
Tel 0300 311 2233  
Email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### Help with Making Your Complaint

You may use the Independent Complaints Advocacy Service (ICAS) available via the SEAP service (support, empower, advocate, promote) to assist you with your complaint.

Tel 0330 440 9002  
Email [info@seap.org.uk](mailto:info@seap.org.uk)

SEAP provides information, support, assists with writing letters of complaint and can provide someone to act as an advocate for you at meetings or hearings.

### What we will do

We shall acknowledge your complaint within three working days and propose a timeframe within which we should be able to investigate your complaint in full. We shall then be in a position to offer an explanation or arrange a meeting with those involved. When we investigate your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned as necessary
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem does not reoccur.

### Complaining on behalf of someone else

We keep to strict rules of medical and personal Confidentiality, we require written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.