

## Complaints Procedure

We aim to provide our patients with the best care 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 if we fall short of the mark we would like to know. We would encourage you to speak to whoever you feel most comfortable with - your Doctor, a Nurse, a Receptionist or the Practice Manager in the first instance. If you wish to formalise your complaint you will need to put your complaint in writing.

### **EITHER by writing to us, your healthcare provider:**

Write to Nicolas Storey, Practice Manager.

- We will acknowledge your complaint in writing or by telephone within 5 working days.
- Your complaint will be thoroughly investigated by a senior member of staff who is not the subject of the complaint.
- We will tell you who is dealing with the complaint when we acknowledge your complaint.
- When we have gathered as much background information as possible, we shall let you know what we have found out.
- We aim to resolve matters within 28 working days.
- We hope that you will be happy with our explanation and the outcome.
- If you are not happy however, or if there are more issues to be looked at, we may invite you to a meeting at which we can discuss your complaint. You are welcome to bring a friend or relative with you if you find it helpful. This will be an informal meeting which aims to explore the issues relevant to your complaint.
- We aim to come to a mutual understanding of what has gone wrong and agree on any action needed to put things right.

### **OR you can write to the commissioner of your healthcare service:**

NHS Shropshire Telford and Wrekin ICB  
Halesfield 6  
Halesfield  
Telford  
TF7 4BF  
[stw.patientservices@nhs.net](mailto:stw.patientservices@nhs.net)

We hope that any problems may be sorted out in an amicable way. If you would like independent advice or help on making a complaint, you can speak to Healthwatch Shropshire. You can contact them on 01743 237884 or by sending an email to [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)

**If you are not satisfied with the way that the complaint has been dealt with, either by us or by NHS England, you can contact the Parliamentary & Health Service Ombudsman to request that your complaint be reviewed:**

**The Parliamentary & Health Services Ombudsman  
Milbank Tower, Millbank, London, SW1P 4QP  
T: 0345 015 4033  
F: 0300 0641000  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)**