

IF YOU ARE DISSATISFIED WITH THE OUTCOME OF THE LOCAL INVESTIGATION

You have the right to approach the Ombudsman as the second and final stage of the NHS complaints procedure.

Contact details are:-

The Parliamentary and Health Service
Ombudsman
11th Floor
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 0154033
www.ombudsman.org.uk

NOTES



Comments, Suggestions & Complaints

SHAWBIRCH MEDICAL CENTRE
5 Acorn Way
Shawbirch
Telford
TF5 0LW

Telephone: 01952 641555
Fax: 01952 260913

www.shawbirchmedicalcentre.nhs.uk

HOW DO I MAKE A COMPLAINT?

If you have a complaint or are concerned about the service you have received from the doctors or any of the staff working at the practice, please let us know.

You can do this by contacting the Managers. Either make an appointment to see the Manager or alternatively you can complete one of the comment forms available on reception.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible. Ideally, this should be within a matter of days or at the most, a few weeks. In this way it helps us to establish what happened more easily.

There is a maximum time limit for making complaints – complaints should be made within 12 months of realising that you have something to complain about. Complaints can be made in writing or verbally.

WHO SHOULD I CONTACT?

Complaints should be addressed to:

**Ruth Waldendorf
Practice Manager**

Or you can address it to any of the Partners.

WHAT WILL THE PRACTICE DO?

When we look into your complaint we aim to:

- Acknowledge your complaint within three working days.
- Agree a timescale for a response to be sent to you.
- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like this.
- Make sure you receive an apology where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.

WHAT IF I AM COMPLAINING ON BEHALF OF SOMEONE ELSE?

We keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so and that they are aware that their confidential medical information may be shared with you.

A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

Children can make complaints. If a child is unable to make a complaint themselves or if they would prefer someone else to make the complaint on their behalf, the complaint can be made by a suitable representative.

HELP WITH MAKING A COMPLAINT

We hope you will feel able to raise your concerns with us directly. We believe that this will give us the best chance of rectifying whatever has happened; also it is an opportunity to improve our Practice. However, if you don't want to contact the practice directly you can raise your concerns with the complaints department at NHS England:-

Tel: 0300 311 22 33

Email: englandcontactus@nhs.net

Address:

**NHS England Complaints
NHS England
P.O.BOX 16738
Redditch
B97 9PT**