

If you do not wish to complain to us directly, you can complain to NHS England as commissioner of the GP services in England.

Contact NHS England on: 0300 311 2233

Email: England.contactus@nhs.net

Write: P O Box 16738

Redditch

B97 9PT

**PLEASE NOTE: YOU CANNOT COMPLAIN TO BOTH
THE SURGERY AND NHS ENGLAND.**

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman to review your case. The Parliamentary and Health Service Ombudsman is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service.

Contact the Ombudsman on: 0345 015 4033

Website: www.ombudsman.org.uk

Write: The Parliamentary & Health Service Ombudsman
Millbank Tower, 30 Millbank, London SW1P 4QP

POhWER – NHS Complaints Advocacy Service

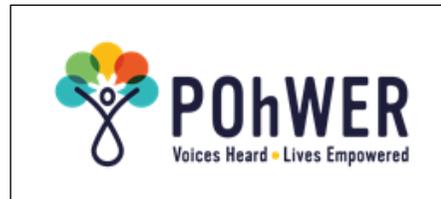
The POhWER NHS Complaints Advocacy Service provides advocates to support the complainant with their complaint letter whichever route they take and up to making a complaint to the Ombudsman.

Contact POhWER on: 0300 456 2370

Email: pohwer@pohwer.net

Website: www.pohwer.net

Write: PO Box 14043,
Birmingham, B6 9BL



Welcome to Vale Medical Group Long Clawson Medical Practice Stackyard and Woolsthorpe Surgeries www.valemedicalgroup.co.uk



The Sands
Long Clawson
Leics
LE14 4PA
Telephone: 01664 822214



1 The Stackyard
Croxton Kerrial
Lincs
NG32 1QS
Telephone: 01476 870900



Main Street
Woolsthorpe by Belvoir
Lincs
NG32 1LT
Telephone: 01476 870166

COMPLAINTS AND SUGGESTIONS

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

Making a Complaint

If you have any complaints or concerns about the service that you have received from us, we would like to know.

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

If you would like to speak to someone informally, please contact:

Rachael Ashworth – Group Practice Manager
or
Tracy Piper – Assistant Group Practice Manager
on
01664 821920

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- Within 12 months from the date on which the event occurred (which is the subject of the complaint) **or**
- 12 Months from the date on which the event (which is the subject of the complaint) comes to the complainants notice.

Any Member of staff will be pleased to deal with any complaint. They will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person - ask to speak to:

Rachael Ashworth – Group Practice Manager
or
Tracy Piper – Assistant Group Practice Manager

In writing - some complaints may be easier to explain in writing, please give as much information as you can, then send your complaint to the practice for the attention of **Rachael Ashworth** as soon as possible.

What we shall do?

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 2 weeks of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into 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, if you would like this.**
- **Make sure you receive an apology, where appropriate.**
- **Identify what we can do to make sure the problem doesn't happen again.**

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

Complaining on behalf of someone else

Please note that 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 his or her permission to do so.

A form will be provided for you to obtain permission. This must be returned to the Practice before the complaint can be investigated.