

What will happen if I complain?

If you decide to complain you will:-

- Be contacted within 3 working days to discuss and agree how you wish for your complaint to be handled. This will include deciding a suitable timescale for a response. Our standard will be to give a full response within 10 days.
- Be asked to discuss specific areas of concern
- Be kept informed throughout the process
- Receive a written response, including details of actions taken to improve services.

What if I am unhappy with the response?

We will try to resolve your concerns to your satisfaction.

If you feel our response has not achieved this, we will be happy to discuss this further with you.

If you are still unhappy with our response, you can ask the Parliamentary and Health Service Ombudsman to review your case. This is called Independent Review.

Contact details for an Independent Review



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

Helpline: 0345 015 4033

phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

www.freshwell.co.uk

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Freshwell Health Centre



Listening
Responding
Improving

We are committed to learning from experience.

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www.freshwell.co.uk

Our Commitment to you

Freshwell Health Centre aims to ensure that you receive the highest quality healthcare services. To help ensure this happens, we welcome your comments, compliments, concerns and complaints.

We will take you seriously, listen carefully and do everything we can to ensure you are satisfied with our services. We are committed to feeding back patients' experiences to staff and learning from these.

All matters are dealt with in confidence. However, it may be beneficial to share certain information with other parties: in which case we will seek your permission in advance of this and will not proceed without it.

Information relating to your concerns will be stored securely. This will not be part of your health record or impact on your care. It will not be used in any way to discriminate against you.

We know that it is not easy to complain and we want to make sure

that when you do you have a positive experience.

What about confidentiality?

If you are making a complaint on behalf of someone else, even a close relative, you should discuss this with them before contacting us. It will be necessary for us to get their written consent to discuss their personal confidential health information. You can do this on our complaints form available on our website.

When to Comment or Complain

It is easier to look into your concerns if they are brought to our attention as soon as possible after events occur.

Under new national regulations a complaint has to be made within 12 months of an incident occurring.

How to make a comment or complaint

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. We would suggest that in the first instance you contact the practice.

We would prefer to have any complaints in writing to allow us to investigate them fully and to have as much information as possible.

You can visit our website www.freshwell.co.uk to download a form, or pick one up from reception. You can email our Practice Manager on this address david.shedden@nhs.net or you can speak to anyone in our team to request a call back.

You can give feedback on your experience, either positive or negative, by email, in person or by post. We also have Friends and Family test forms for you to fill in or you can respond to the text messages we send out after your appointments.

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