



SITE: WENDOVER HEALTH CENTRE

HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT

This leaflet will explain:

- **The system for complaining, make a comment or suggestion or give a compliment**
- **Why we have this system**
- **How it will help you**

The System

We receive compliments in many different ways and appreciate every single one, from a kindly worded letter to someone just saying 'thank you'. We will also gratefully receive comments about any aspect of your care and appreciate the opportunity to discuss your views.

If you are at all unhappy with the care or service you have received, please remember that we are here to help and to remedy the situation as best we can. If you have a complaint and wish to discuss this with a member of staff please speak to reception in the first instance and explain your concern. We will endeavour to help as quickly as possible to ensure a satisfactory outcome is reached.

If you prefer to put your concerns in writing please ask a member of the reception team who will provide you with some relevant written information and a complaints form.

You can also write directly to our Administration Supervisor, Enfys Lewis, if you would like to make a compliment, suggestion, comment or complaint. If you are writing to complain about something, Enfys will acknowledge your letter within 2 working days and will investigate your complaint with the relevant members of the team. The practice will respond to your complaint with a written response within 28 days. Quite often it is useful to arrange a meeting to discuss your concerns.

It is often helpful to meet with us and discuss your concerns, rather than writing a letter, and Enfys will be happy to arrange this if you prefer.

You can also give feedback in the form of a compliment or concern on our website, www.westongrove.com

Why we have the system

We have this system to make sure that all who are involved in your compliment or complaint can learn from your experience, focus on any training issues that may arise and to praise members of staff. It also provides a good form of communication with individual patients to explain our systems and services in more detail, based on their own individual experiences.

How it will help you

It will help you by providing a constructive way for you to communicate your positive experiences at the surgery, or any concerns you may have, and provide the opportunity to discuss them with a member of staff. We view all compliments or complaints constructively to enable us to improve our service to you.

If you need further clarification please contact the Administration Supervisor, Enfys Lewis.

Useful Contact Information

Internet www.westongrove.com

Reception 01296 623452

If you need further information you may find the NHS Choices website useful www.nhschoices.nhs.uk

You can also contact NHS England by telephoning them on 0300 311 2233

Emailing them at England.contactus@nhs.net

Or writing to them at:

NHS England
PO Box 16738
Redditch
B97 9PT

www.england.nhs.uk

BUC (Bucks Urgent Care) provide out of hours medical care when the practice is closed. The telephone number is 0300 130 3035

NHS Direct provide medical help. They will assess your needs and tell you what to do next. Call day or night on 0845 4647 or visit www.nhs.uk. The website has symptom checker for common conditions and can help you locate your nearest NHS services.

