**Can I take my complaint further?**

If you are not satisfied with our response to your complaint, you can ask for a meeting with us to explain or clarify our response or discuss other possible resolution options.

If your complaint cannot be resolved locally with the Practice Manager, you can contact NHS England at:

NHS England

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 2233

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Millbank Tower

London

SW1P 4QP

Tel: 03450154033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Further Information**

If you need independent advice or support about your complaint you can contact:

**POhWER** can be contacted via 0300 456 2370

**Advocacy People** gives advocacy support on 0330 440 9000

**Age UK** on 0800 055 6112

**Local Council** can give advice on local advocacy services

**Other Feedback**

We welcome feedback from our patients. Where we receive positive feedback, we will always ensure that this is passed to the appropriate person/team. You may also have feedback about how we can improve our service or do things different, and we welcome ideas and suggestions. If you wish, you can pass any feedback or ideas via the Friends and Family Test or via our Patient Participation Group.

Lead Partner for Complaints: Dr A Butt

Practice Manager: Mrs K Nash

Complaints Administrator: Mrs K Burbedge



**The Complaints Process**



Woodcote Medical

32 Foxley Lane

Purley

Surrey CR8 3EE

0208763 5620

[www.woodcotemedical.nhs.uk](http://www.woodcotemedical.nhs.uk)

**Talk to us**

Every patient has the right to make a complaint about the treatment or care they have received at Woodcote Medial.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

**Who to talk to**

Most complaints can be resolved quickly and easily, often at the time they arise, with the person concerned and this may be the approach that you try first.

**How to complain**

Complaints can be made verbally, in writing or via our website/email. A complaints form is available from reception and on our website.

**Telephone:** 020 8763 5620

**In Writing**: Practice Manager

Woodcote Medical

32 Foxley Lane

Purley

CR8 3EE

**Email:** swlccg.wmwebsite@nhs.net

Further information can be found on our website [www.woodcotemedical.nhs.net](http://www.woodcotemedical.nhs.net)

**Time frames for complaints**

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Team will respond /acknowledge all complaints within three working days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

**Investigating complaints**

Woodcote Medical will investigate all complaints effectively and in conjunction with extant legislation and guidance.

**Confidentiality**

Woodcote Medical will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient’s healthcare records.

**Third party complaints**

Woodcote Medical allows a third party to make a compliant on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

**Final response**

We will liaise with you about the progress of any complaint.

Woodcote Medical will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.

Our reply to you will show you how we have listened to and investigated your concerns. This might mean giving an apology, explaining what changes and improvements we will make or detailing any further action proposed.