

TAKING YOUR COMPLAINT FURTHER

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity, where possible, to improve our service. This does not affect your right to approach the Primary Care Trust. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, the Primary Care Trust's complaints' department can be contacted on 01268 245769 email on complaints@swessex.nhs.uk

Or by letter to
The Complaints Team
NHS SW Essex, Phoenix Court,
Christopher Martin Road, Basildon,
SS14 3HG

Support in making your complaint is also available from the Independent Complaints Advocacy Service (ICAS) on 0845 4561083

If you remain dissatisfied with the outcome of your complaint you have the right to ask the Health Service Ombudsman to review your case. If you would like to discuss this

possibility please contact the Ombudsman's Helpline on 0345 0154033

WHAT WE SHALL DO

We shall acknowledge your written complaint within 3 working days and aim to have investigated your complaint within a mutually agreed time scale. We will then write to you with an explanation.

When we investigate your complaint, we shall aim to:

Find out what happened and what went wrong

Make it possible for you to discuss the problem if you wish.

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 WE ASK OF YOU

We ask that any complaints or concerns, which you might discuss with our receptionists in the first instance and later with our Reception Manager, will be aired in a pleasant, non-confrontational manner. Many of the complaints you have may stem from lack of resources at the practice. The partners are fully aware of these shortcomings due to the lack of funds within the NHS. We ask that our patients be aware of these matters before making their complaint.

THE ROBERT FREW MEDICAL CENTRE COMPLAINTS PROCEDURE

PATIENT INFORMATION LEAFLET

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure which complies with the Health & Social Care complaints regulations issued in 2009.