



Easy-Read Guide for Compliments, Comments, Complaints or Concerns

Copies of this leaflet are available in
large print on request



Kintbury and Woolton Hill Surgery



Tel: 01488 658294

Tel: 01635 253324



kintburyandwooltonhillsurgeries.co.uk



Kintbury Surgery Newbury Street Kintbury RG17 9UX	Woolton Hill Surgery 37 Trade Street Woolton Hill RG20 9UL
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Your feedback is important to us



We are pleased to receive **your suggestions so that we can learn and take action** to improve our patient care

We would also like you to **let us know when you are happy** with the care that we give you

Speak with us if you would like to:



Make a comment or
suggestion



Tell us thanks



Let us know about something
you are unhappy with



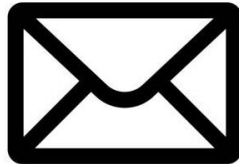
Ask a question

You can contact us by:



Tel: 01488 658294

Tel: 01635 253324



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We welcome complaints as
important feedback

What happens if you complain?



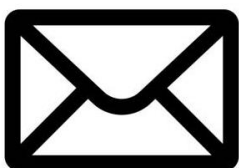
We will contact you within 3
working days



We will discuss your
complaint with you



We will **agree with you** what
we will do and when



After the investigation, we will
send you a **written response**

**Instead of us you can choose to
contact:**



NHS Commissioner of Services for
Buckinghamshire, Oxfordshire and Berkshire
West Integrated Care Board (BOB ICB)



bucksoxonberksw.icb.nhs.uk

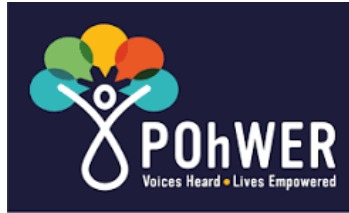


bobicb-bw.palscomplaints@nhs.net



Freephone: 0118 982 2720

If you need any help to make a complaint, you can get help from



POhWER is a charity that helps people to be involved in decisions being made about their care.



0300 456 2370



The Advocacy People give advocacy support.



0330 440 9000

What happens if you are still unhappy?

We hope that any complaint that you have about the Practice can be sorted out by the Doctors and the Practice Manager within the Practice.

If you are not happy with the way that your complaint has been dealt with by the Practice...

You have the right to ask for an independent review of your complaint

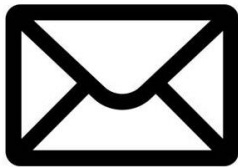
As a last resort, you can contact the



0345 015 4033



phso.enquiries@ombudsman.org.uk



**Parliamentary and Health Service
Ombudsman Citygate 47–51
Mosley Street
Manchester M2 3HQ**