
The Surgery, Newbury Street, Kintbury
Berkshire RG17 9UX
tel. (01488) 658294

The Surgery, Trade Street, Woolton Hill
Berkshire RG20 9UL
tel. (01635) 253324

COMPLAINTS PROCEDURE (for Patients)

If you have a concern or a complaint about the service you have received from our clinicians, or any of the staff working at this Practice, please do let us know. Our Practice Complaints Policy complies with the NHS system for dealing with complaints and follows agreed NHS national guidelines. This Complaints Procedure is to be read alongside our Complaints Policy and is designed to help our patients follow the correct procedure when making a complaint.

Complaining on behalf of someone else

Health and care records are confidential so you can only access someone else's records if you are authorised to do so. If you are complaining on behalf of someone else that will require access to their health records, you must be acting on their behalf with their written consent or have legal authority to do so on their behalf, (e.g. power of attorney) or you have another legal basis for access.

How to Complain

If you have a complaint about the care we have provided, you can complain either to us directly or you may complain to the commissioner of the services, which is the body that pays for the NHS services you use. **You cannot apply to both.**

Complain to us – your GP Provider (our preference):

You may raise your complaint with us verbally or by writing to the Responsible Person for Complaints, the Practice Manager, Emma Goodson.

Complain to the NHS Commissioner – BOB ICB

If you do not feel comfortable complaining directly to us, please contact the NHS Commissioner of Services for Thames Valley Integrated Care Board (BOB ICB) by contacting **Thames Valley ICB** via their website : [NHS Thames Valley - Complaints and Compliments](https://www.thamesvalleyicb.nhs.uk/complaints-and-compliments) Email: tvicb.ppetthamesvalleyicb@nhs.net
Freephone: 0118 982 2720

Please note that if you have already complained to us, the commissioner will not be able to re-investigate the same concerns. If you are unhappy about the outcome of your complaint, you may wish to follow the next stage of the NHS complaints procedure, as detailed below.

Unhappy with the outcome of your complaint?

If you are not happy with the way your complaint has been dealt with either by your GP practice or by the BOB ICB and would like to take the matter further, you can contact the **Parliamentary and Health Service Ombudsman** (PHSO), which makes final decisions on unresolved complaints about the NHS in England. It is an independent service, which is free for everyone to use.

To take your complaint to the Ombudsman, visit the [Parliamentary and Health Service Ombudsman website](https://www.parliamentaryombudsman.uk/) or call 0345 015 4033. **Please do not contact NHS England**

Can I get help to make my complaint?

If you feel you would like help to make your complaint, support is available. Some people may decide not to make a complaint because they are put off by the process, find it confusing or believe nothing will happen. If you are thinking about making a complaint it is important to know that you can have access to free local advocacy to help you make your complaint and provide support throughout the complaints process.

How do I find a complaints advocate?

An NHS complaints advocate is independent of the NHS and may help you write a letter, attend a meeting with you or explain the options available to you. This service is free to anyone making a complaint about their NHS treatment or care.

The **Patient Advice and Liaison Service (PALS)** is a free, confidential and independent service that provides support and information on health-related matters. You will find PALS in most hospitals and can speak with a PALS member, who'll try to help you resolve your issues: [Find patient advice and liaison services \(PALS\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/pals)

Your local **Healthwatch** can also help you find free independent advocacy services in your area. Telephone 01635 886 210 or email contact@HealthwatchWestBerks.org.uk You can also contact social services at your local council and ask about advocacy services.

NHS Complaints Advocacy Service (Berkshire) may also be able to provide independent assistance and can be contacted on 0300 343 5735 or by email berkshire@seap.org.uk For Hampshire, email helpline@voiceability.org phone 0300 303 1660

POhWER is a charity that helps people to be involved in decisions being made about their care. Call POhWER's support centre on 0300 456 2370 for advice.

The Advocacy People gives advocacy support. Call 0330 440 9000 for advice or text PEOPLE to 80800 and someone will get back to you.

Age UK may have advocates in your area. Visit their [website](https://www.ageuk.org.uk) or call 0800 055 6112.

VoiceAbility gives advocacy support. Call 01223 555800 for advice or find the contact details for your local [VoiceAbility service](https://www.voiceability.org).

Time Limits for making complaints:

The period for making a complaint is normally:

- (a) 12 months from the date on which the event which is the subject of the complaint occurred; or
- (b) 12 months from the date on which the event which is the subject of the complaint comes to the complainant's notice.

The practice has the discretion to extend these limits if there is good reason to do so and it is still possible to carry out a proper investigation. The collection or recollection of evidence, clinical guidelines or other resources relating to the time when the complaint event arose may also be difficult to establish or obtain. These factors may be considered as suitable reasons for declining a time limit extension.

Further NHS Complaints Guidance

[How to complain to the NHS - NHS \(www.nhs.uk\)](https://www.nhs.uk/pals)

<https://www.nhs.uk/contact-us/how-to-complain-to-the-nhs/>

<https://www.england.nhs.uk/contact-us/feedback-and-complaints/complaint/>