

Our Commitment to you

Western Road Surgery aims to ensure you receive the highest quality primary healthcare service.

We care about getting it right for you the first time and every time and welcome your comments, compliments, concerns and complaints.

We take you seriously, listen carefully and do everything we can to ensure you are satisfied with our services within the resources we have been allocated.

We are committed to feeding back patients' experiences to staff and learning from these.

All matters are dealt with in confidence. However, it may be necessary to share certain information with other parties in which case we will seek your permission in advance of this.

Information relating to your concerns will be stored securely from your health care records. This will not impact on your health care and will not be used to discriminate against you.

We know it is not easy to complain and we want to make sure that when you do you have a positive experience.

Who can I talk to?

If you have a concern, or are not satisfied with any aspect of your healthcare, You can either complain to the Practice or to the commissioner of the services, NHS England. You cannot apply to both.

You can give feedback on your experience, either positive or negative, directly to any staff member or the Practice Manager.

If you decide to make a formal complaint to the Practice we will

- Acknowledge your complaint within 3 working days
- We will agree the specific areas of concern you wish to be investigated
- We will agree a suitable timescale for a response to be made to you but will aim for a response time of 21 days
- We will keep you informed throughout the process
- We will provide you with a written response, including details of actions we take to improve our services

If you do wish to make a formal complaint to the Practice please contact:

Ruth McMahon, Practice Manager
Western Road Surgery, 41 Western Road,
Billericay. Essex CM12 9DX
Email:
manager.westernroadsurgerybillericay@nhs.net
Direct Line: 01277 624599

It is easier for us to look into your concerns if they are brought to our attention as soon as possible after they occur. We would also ask that you include a day time telephone number when making your complaint.

As of 1st July 2023, if you wish to make a complaint to our commissioner, please contact.

Mid and South Essex Integrated Care Board

Telephone: 01268 594 444

Email Mseicb.complaints@nhs.net

Post:

Phoenix House, Christopher Martin
Road, Basildon, Essex, SS14 3HG

Timescales:

Complaints must be made no later than twelve months after the date on which the matter which is the subject of the complaint occurred; or twelve months after the date on which the matter which is the subject of the complaint came to the notice of the complainant.

If there are good reasons for not having made the complaint within the above timeframe and, if it is still possible to investigate the complaint effectively and fairly, we may decide to still consider the complaint, however, for example, longer periods of complaint timescales may apply to specific clinical areas.

What about confidentiality?

If you are making a complaint on behalf of someone else, even a close relative, you should discuss this with them before contacting us, as it will be necessary for us

to get their written consent to release their personal information.

Can I get help to raise my concerns?

Free, confidential and independent support is offered by the Essex Advocacy Service who provide practical support and information to people who want to make an NHS complaint. You can also contact the NHS Advocacy Service. Their contact details are:-

Essex Advocacy Service

Tel: 0300 7900 559

Email: essexadvocacy@rethink.org

Opening Hours Monday – Friday 9am to 5pm

NHS Advocacy Service

Telephone: 0300 456 2370

Minicom: 0300 456 2364

Text: send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Skype: pohwer.advocacy

Fax: 0300 456 2365

Post: PO Box 17943, Birmingham, B9 9PB

What if I am unhappy with your response?

We will try to resolve your concerns to your satisfaction.

However, if you feel our response has not achieved this, we will be happy to discuss this further with you.

If you are still unhappy with our response, you can ask The Parliamentary and Health Service Ombudsman to review your case. This is called an Independent Review.

They can be contacted at:-

The Parliamentary and Health Service

Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Helpline: 0345 015 4033

<http://www.ombudsman.org.uk>

WESTERN ROAD SURGERY COMPLAINTS LEAFLET

**We welcome your
feedback, comments and
complaints**

**This leaflet explains how
to do this.**

Listening

Responding

Improving

**We are committed to learning from your
experience.**