**The Willow Group**

**Brune, Forton, Stoke Road and Waterside Medical Centres**

**Primary Care Compliments, Comments, Concerns and Complaints**

**How we can help**

**Concerns**

Any concerns that you have are often best dealt with when they arise. We would always encourage you to raise concerns with a member of staff or their manager directly. Staff will seek to resolve problems promptly. If you remain unhappy please contact the Patient Experience Team.

**Compliments**

If you have been particularly pleased with any of the services we provide, kindly let us know. Any compliments received are shared with the staff and team concerned and inform good practice.

**Complaints**

Staff work hard to provide a high standard of care, however, sometimes things go wrong. When they do, we would like the opportunity to put things right as quickly as possible and to learn from them.

We understand that it may not be an easy decision to complain. The Patient Experience Team can assist you with registering a complaint and will guide you through the process. Your complaint will be acknowledged within 3 working days and we aim to have reviewed your complaint within 10 working days of the date when you raised it with us. At the end of the investigation time frame we will in a position to offer an explanation, or a meeting with the people involved. Your complaint will be discussed with you in detail, either in person or in writing.

Raising a complaint as soon as possible after the event will help us to investigate the issues effectively. Providing a contact number will enable us to get in touch at the earliest opportunity.

All complaints are treated in the strictest of confidence and are only discussed with members of the staff involved and their managers.

We assure you that making a complaint will not affect a patients’ care.

**Complaining on behalf of someone else**

Please note that due to patient confidentiality, if you are complaining on behalf of someone else we have to know that you have their permission to do so. A written note of consent or a consent form signed by the patient will be required.

**Contacts**

**The Primary Care Patient Experience Team**

Brune Medical Centre

10 Rowner Road

Gosport

Hampshire

PO13 0EW

Tel: 023 82 31 1034

Email: fgccg.mywillowexperience@nhs.net

**Please see other useful contacts overleaf**

**Healthwatch Hampshire (Independent NHS Advocacy)**

The Independent NHS Complaints Advocacy Service provides independent advocacy to people making complaints under the NHS complaints procedure. Should you require any direct help or advice making your complaint you can contact your local Independent NHS Complaints Advocacy Service, Healthwatch,

Via your local Citizen Advice Bureau

Or Telephone: 01962 440 262

Or visit their website: <http://www.healthwatchhampshire.co.uk/>

**Complaining to NHS England**

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help us learn from your experiences and make improvements to services we commission.

You can complain or give feedback:

**By post to:**

**NHS England**
PO Box 16738
Redditch
B97 9PT

**By email to:**england.contactus@nhs.net

If you are making a complaint please state: ‘**For the attention of the complaints team**’ in the subject line.

**By telephone: 0300 311 22 33**

**British Sign Language (BSL)**:  If you use BSL, you can to talk to us via a video call to a BSL interpreter. Visit [NHS England’s BSL Service](http://www.interpreternow.co.uk/nhs-ccc/).

**Our opening hours are:**8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am.

**What To Do If Your Remain Dissatisfied**

**The Parliamentary and Health Service Ombudsman**

If once the Patient Experience Manager has had the opportunity to address all of your concerns and you remain dissatisfied; the next stage is to ask the ombudsman to review your complaint. They can be contacted by:

The Parliamentary and Health Service Ombudsman

Millbank tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk