



Whitwick Road Surgery

The Complaints Process – Patient Information Leaflet

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Whitwick Road Surgery.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Complaints Manager, or Deputy Complaints Managers, but note this may need to be a booked appointment.

How can I make a complaint?

A complaint can be made verbally or in writing, by letter or email. A complaints form is available on our website under [Contact The Practice](#).

It is suggested that [PHSO guidance](#) is followed when producing a letter using AI tools.

I want to complain to a third-party

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf:

NHS Leicester, Leicestershire and Rutland Integrated Care Board

Room 30 Pen Lloyd Building

County Hall

Leicester Road

Glenfield

LE3 8TB

0116 295 7572

Whitwick Road Surgery, Whitwick Road, Coalville, LE67 3FA
01530 836507

Whitwickrd.surgery@nhs.net
<https://whitwickroadsurgery.co.uk/>



Whitwick Road Surgery

The Complaints Process – Patient Information Leaflet

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager or Deputy Complaints Managers will respond within three business days to acknowledge your complaint.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance. Lengthy, or complex complaints will, by nature take longer to respond to.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

Advocacy support

If you find it difficult to understand your care and support or find it hard to speak up, there are people who can act as a spokesperson for you, called advocates.

Advocates make sure you're heard. For example, they can help you:

- understand the care and support process
- talk about how you feel about your care
- make decisions

Whitwick Road Surgery, Whitwick Road, Coalville, LE67 3FA
01530 836507

Whitwickrd.surgery@nhs.net
<https://whitwickroadsurgery.co.uk/>



Whitwick Road Surgery

The Complaints Process – Patient Information Leaflet

- challenge decisions about your care and support if you do not agree with them
- stand up for your rights

They can write letters for you and attend meetings with you.

Advocates can support you during:

- assessments
- treatment, care and support planning
- safeguarding and reviews
- appealing decisions or making complaints

Advocates are independent of social services and the NHS.

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)
- [PHSO guidance](#) on using AI when writing a complaint

Further action:

If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board \(ICB\)](#) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ

Telephone: 0345 015 4033
www.omudsman.org.uk

Whitwick Road Surgery, Whitwick Road, Coalville, LE67 3FA
01530 836507

Whitwickrd.surgery@nhs.net
<https://whitwickroadsurgery.co.uk/>