

## Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health Service Ombudsman (PHSO)  
Milbank Tower  
Milbank  
London  
SW1P 4QP

Tel: [0345 015 4033](tel:03450154033)  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## PRACTICE STAFF

Paul Hepworth  
Kerry Thompson

Ros Duncan RGN  
Sarah Gerald RGN  
Tracy O'Halloran DipHE  
Elaina Long BSc

Gabriela Maiuga  
Catherine Caldarone

Ellen Clarke  
Rina Contardo  
Joanna Heaven  
Gina Lethaby  
Nora McNamara  
Lorraine Page  
Sarah Scriven  
Rachel Meek  
Elizabeth Shale  
Jackie Porter  
Linda Wakefield  
Jo Webster

Practice Manager  
Assistant Practice  
Manager  
Nurse Manager  
Practice Nurse  
Practice Nurse  
Practice Nurse

Health Care Assistant  
Phlebotomist /  
Receptionist  
Receptionist  
Receptionist  
Receptionist  
Receptionist/HCA  
Receptionist  
Receptionist  
Receptionist  
Secretary  
Secretary  
Secretary

### OPENING TIMES

Mon - Fri: 08.00 - 18.30

**Telephone:** 01453 883793

**Repeat Prescriptions (08:30-10.30):** 01453 883793  
option 2

**Out of Hours (OOH):** 111

**Fax:** 01453 731670

### Surgery Address

Minchinhampton Surgery  
Bell Lane, Minchinhampton  
Gloucestershire, GL6 9JF



**Minchinhampton Surgery**  
[www.minchsurgery.nhs.uk](http://www.minchsurgery.nhs.uk)

# COMPLAINTS PROCEDURE

Information for  
Patients

## PARTNERS

Dr Susie Weir  
Dr Andy Simpson  
Dr Anne Cain  
Dr Pippa Xerri  
Dr Tristan Cooper  
Dr John Beard

## REGISTRARS

Dr Sabena Ali  
Dr Freddie Walker

## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Minchinhampton 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 complaint as they may be able to resolve this immediately. Alternatively, ask to speak to the complaints manager, Janet Biard, Practice Manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England  
PO BOX 16738  
Redditch  
B97 9PT  
03003 112233

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

A complaint can be made verbally or in writing. A complaints form is available from reception.

## 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 Practice Manager will respond to all complaints within three business days.

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.

## Where Can I Get Further Advice And Help?

Healthwatch Gloucestershire provides a signposting service to Independent Health Complaints Advocacy (IHCAS). This service supports people who wish to make a complaint about the service they have received from NHS providers.

<http://www.healthwatchgloucestershire.co.uk>

Telephone 0800 652 5193

or email [info@healthwatchgloucestershire.co.uk](mailto:info@healthwatchgloucestershire.co.uk)

POhWER support centre can be contacted via 0300 456 2370

Age UK on 0800 055 6112

## Investigating complaints

Minchinhampton Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Minchinhampton Surgery 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

Minchinhampton Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third party patient complaint form is available from reception.

## Final response

Minchinhampton Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.