Advocacy support

- http://www.healthwatch.co.uk/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
- The Patient Advice and Liaison Service (PALS) can be contacted at: PALS.complaints@covwarkpt.nhs.uk Tel: 0800 212 445 (Freephone) / 024 7653 6804

  Other advocates and links can be found on this PHSO webpage

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 either:

Milbank Tower, Milbank, LONDON, SW1P 4QP

Citygate, Mosley Street
MANCHESTER. M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

Harbury Surgery
Mill Street
Harbury
Warwickshire
CV33 9HR
Tel: 01926 612232

The Complaints Process

Harbury Surgery

Where your healthcare matters

Harbury Surgery

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Harbury 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, Suzanna Stanley, Practice Manager, 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.
A complaints form is available from reception. Additionally, you can complain via email to practice.manager@harburysurgery.nhs.uk

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:

Coventry and Warwickshire ICB
Complaints team, Shire Hall, Market Place,
Warwick, CV34 4RL
024 7652 6815
cwicb.complaints@nhs.net

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 will respond to 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.

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 third-party patient 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.