

St. Martin's Gate Surgery



How to Complain



What is a complaint?



Telling someone that you are not happy about something.

This may be something about your medical treatment, the staff or the medical centre building.



If you can, tell someone straight away that you are not happy.



If you are still not happy, you can make a **formal complaint**.

Who can make a complaint?



Anyone who is a patient at the surgery.

Someone else can make a complaint for you, if you agree in writing.



You must complain within 12 months.

How to make a formal complaint

You need to make your complaint to -
Karen Chidlow, Practice Manager



If you can, write down what you are not happy about and why.

Take it or post it to -



St. Martin's Gate Surgery
Turnpike House Medical Centre
37 Newtown Road
Worcester
WR5 1EZ

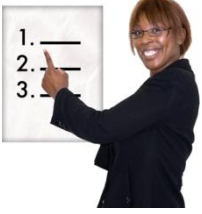


If you find it difficult to write it down, you can phone and speak to Karen, or make an appointment to meet with her.



01905 363351

What will happen next?



We will tell you we have your complaint within 2 working days.

We will try and deal with it within 10 working days.



We will write to you or meet you to tell you what will happen.

If you are still not happy



You can contact the **Health Service Ombudsman**. They look at complaints about any NHS Health Services in England.



0345 015 4033

Phso.enquiries@ombudsman.org.uk



If you need some support with making a complaint you can contact **Onside Advocacy** in Worcester.

01905 27525