

## What we do next

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 28 days of the date when you raised it with us. Issues that are complex may sometimes take longer — if this is the case you will be informed of any possible delays or extensions. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem does not happen again

## Making a complaint outside of the practice

If you feel that you cannot raise your complaint with us directly or are dissatisfied with the outcome of our investigation, you can contact the following services:

### **West Leicestershire CCG**

**Online form:** [https://](https://www.westleicestershireccg.nhs.uk/contact-us)

[www.westleicestershireccg.nhs.uk/contact-us](https://www.westleicestershireccg.nhs.uk/contact-us)

**Email:** [enquiries@westleicestershireccg.nhs.uk](mailto:enquiries@westleicestershireccg.nhs.uk)

**Telephone:** 01509 567 700

**Address:** 55 Woodgate, Loughborough, Leicestershire, LE11 2TZ.

### **NHS England**

**Address:** NHS England, PO Box 16738, Redditch, B97 9PT. NHS England request you mark the letter "For the attention of the complaints team".

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

**Telephone:** 0300 311 22 33

**Further info:** <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

### **The Health Services Ombudsman**

There is a dedicated section on their website providing advice and guidance on their complaints process:

<https://www.ombudsman.org.uk/making-complaint>

**Telephone:** 0345 015 4033

## COMPLAINTS LEAFLET

### **WOODBROOK MEDICAL CENTRE**

28 Bridge Street

Loughborough

Leicestershire

LE11 1NH

Phone: 01509 239 166

[www.woodbrookmedicalcentre.co.uk](http://www.woodbrookmedicalcentre.co.uk)

## Making a complaint

The practice operates a complaints procedure in line with that set out by NHS England. In order for us to continue providing high quality care it is essential we receive feedback from our patients — one mechanism of which is the complaints procedure.

Complaints, where possible, should be submitted in writing, either by letter or by completing the complaints form. This enables the patient or their representative to include as much detail regarding the incident or concern, which enables the practice to take this information forward in forming an internal investigation in to what has happened.

Complaints should be addressed to:

Practice Manager  
Woodbrook Medical Centre  
28 Bridge Street  
Loughborough  
LE11 1NH

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.

## Who can complain?

- Patients who are registered with the practice
- Patients who have previously been registered with the practice
- A patient's representative

If you are making a complaint on behalf of a patient the practice must be absolutely certain that they are aware of you doing so.

Patient confidentiality and data protection rules are strictly adhered to at Woodbrook Medical Centre — if you are complaining on behalf of someone else we will need written confirmation signed by the patient concerned unless they are incapable of doing so, for example the patient is severely ill or the complaint is being made after a patient has passed away.

## Complaint timeframe

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your concern cannot be resolved this way and you wish to make a formal complaint, we would like you to let us know as soon as possible. Preferably within a matter of days or at the most a few weeks of the incident occurring as this will make it easier for the practice to establish what has happened and enable a quicker response to / resolution to your concern.

We understand, that for a number of reasons it is not always possible to make a complaint at the time of the incident occurring. In these circumstances we advise the following timeframes in which to make your complaint:

- Within 3 months of the incident that caused the problem
- At the latest within 12 months of discovering that you have a problem