

# Strawberry Hill Medical Centre



Strawberry Hill Medical Centre  
[www.strawberryhillmedicalcentre.co.uk](http://www.strawberryhillmedicalcentre.co.uk)  
October 2021 v.1.5

## How To Make A Complaint

We welcome all concerns, comments and complaints about Strawberry Hill Medical Centre and the services we offer.

We value your feedback which will help us learn from your experience and make improvements to our service where appropriate.

### **Making a Complaint**

Most problems can be resolved quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible to the practice or via NHS England ideally within a few days, as this helps us to establish what happened more easily.

In any event, this should be:

Within 12 months of the incident, or

**If you still feel that your complaint has not been resolved you may approach the Ombudsman.**

The Ombudsman is independent of the Government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although they can waive this if there is a good reason to do so.

The contact details are:

Health Service Ombudsman

Millbank Tower

Millban

London

SW1P 4QP

Tel: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

within 12 months of you discovering that you had a problem giving as much detail as possible.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

**Send your written complaint to:**

For the Attention of the Deputy and/or Practice Manager

Strawberry Hill Medical Centre

Old Bath Road

Newbury

Berkshire

RG14 1JU

**Or send via our website:**

[www.strawberryhillmedicalcentre.co.uk](http://www.strawberryhillmedicalcentre.co.uk)  
via the suggestions and comments section.

**Or send via email:** [bobicb-bw.practicemanager.shmc@nhs.net](mailto:bobicb-bw.practicemanager.shmc@nhs.net)

## **What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 5 working days, and aim to have looked into the matter within 25 working days.

You will receive either a telephone call or a formal reply in writing, from/or on behalf of the person(s) involved, to attempt to resolve the issue. If the matter is likely to take longer than this we will do our best to let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from it. Any lessons we can learn from your complaint will be cascaded to all relevant members of staff as appropriate.

Further Help and Advice can be sourced from The Independent Complaints Advocacy Service (ICAS). This is a free, independent advocacy service that can help you make a complaint about any aspect of your NHS care or treatment. This includes treatment in a private hospital or a care home which is funded by the NHS.

Tel: 0300 456 2370 (charged at standard rate)

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Or by visiting: [www.pohwer.net](http://www.pohwer.net)

The Advocacy People (formerly SEAP) (Support.Empower.Advocate.Promote) is responsible for delivering ICAS in Berkshire. They can be contacted:

Tel: 0330 440 9000

Email: [info@theadvacypeople.org.uk](mailto:info@theadvacypeople.org.uk)

Text: 80800 starting message with PEOPLE

**You may approach PALS for help or advice;**

The Patient Advice and Liaison Service (PALS) provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS. You can contact PALS by writing at:

Freepost RLYE-TKEY-UYKS  
Berkshire Healthcare NHS Foundation  
Trust  
Patient Advice & Liaison Service (PALS)  
Prospect Park Hospital  
Building 1 Room 1.1.13  
Honey End Lane  
Tilehurst  
Reading  
RG30 4EJ  
Tel: 0118 960 5027  
Email: BHT@berkshire.nhs.uk

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with or ask you to forward it on.

Any response letters will include details of the investigation into your complaint and any procedural change where appropriate.

You have a right to escalate the matter further if you remain dissatisfied with the response, more details about this are located at the end of this leaflet.

## **Complaining on Behalf of Someone Else**

We have strict rules to follow on medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require written consent from the patient to confirm that they would like to proceed with the process and that they are happy for us to correspond with the complainant.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient, or may be able to deal directly with the third party, this would depend on the wording of the Authority provided.

In the event that the complaint is in relation to treatment of a minor (up to and including 16 years of age) then the minor's Parents/Legal Guardian are authorised to complain on their behalf.