

ADVOCACY SUPPORT

Your local council can give advice on local advocacy services. Some available advocacy services are:

- **POhWER support centre** can be contacted via 0300 456 2370
- **Advocacy People** gives advocacy support on 0330 440 9000
- **Age UK** on 0800 055 6112

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or Malmesbury Medical Partnership then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO):

Contact Details

Malmesbury Medical Partnership

Malmesbury Primary Care Centre
Priory Way
Malmesbury
SN16 0FB
01225 825825

www.malmesburypcc.nhs.uk
Info.ghs@nhs.net



What to do if you would like to complain to us

Malmesbury Medical Partnership





Talk to us

Every patient has the right to make a complaint about their experience at Malmesbury Medical Partnership .

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 quickly within the surgery. Please let a member of our team know if you are unhappy and you would like to raise a complaint and you will be contacted by a member of our management team.

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 became aware of the matter about which you wish to complain.

The Deputy Complaints Manager or Practice Manager will acknowledge any 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.

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:

You can complain or give feedback:

By post to: NHS England, PO Box
16738, Redditch, B97 9PT

By email to:

england.contactus@nhs.net
stating 'For the attention of the
complaints team' in the subject
line.

By telephone: 0300 311 22 33

Investigating complaints

Malmesbury Medical Partnership will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Malmesbury Medical Partnership 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

Malmesbury Medical Partnership allows a third party to make a complaint on behalf of a patient. This can often be a family member or carer. The patient must provide consent for them to do so.

Final response

Malmesbury Medical Partnership 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.

