Advocacy support

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

Your local council can give advice on local advocacy services

Further action

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

Tel: 0345 015 4033

www.ombudsman.org

NHS
Malmesbury Primary Care Centre
Bath and North East Somerset, Swindon and Wiltshire CCG

Your Surgery—Contact Details

Malmesbury Primary Care Centre

Priory Way

Malmesbury

SN16 0FB

01225 825825

www.malmesburypcc.nhs.uk



The Complaints Process

Malmesbury Primary Care Centre



NHS
Malmesbury Primary Care Centre
Bath and North East Somerset, Swindon and Wiltshire CCG



Talk to us

Every patient has the right to make a complaint about their experience at Malmesbury Primary Care Centre.

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 within the surgery. Please call us on 01666 825825 or fill out a feedback form on our website. You will be contacted by Amelia Davis (Operational Service Lead) or Charlotte Gorman (Practice Manager).

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 respond to all 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:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
england.contactus@nhs.net

Investigating complaints

Malmesbury Primary Care Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Malmesbury Primary Care Centre 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 Primary Care Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

Final response

Malmesbury Primary Care Centre 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.

