



Patient Complaint Leaflet

The Complaints Process

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.

How to complain

If you have a problem or a concern regarding the treatment you have received at the Medical Practice please let us know.

We hope that we can resolve most problems at a local level, quickly and easily, often at the time they arise and with the person concerned. However, we appreciate there are times when you may wish to make a formal complaint, please do this as soon as possible ideally within a matter of days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. All our staff are trained to handle complaints.

There are several ways that you can raise a complaint.

- You can complain in writing directly to the Practice Manager, Caroline Morris

- You can submit a complaint via our website

[Suggestions & Complaints - Wem & Prees Medical Practice \(wemandpreeshealth.co.uk\)](https://www.wemandpreeshealth.co.uk)

- By email to complaints.wemandprees@nhs.net

You will receive an acknowledgement of your complaint within three working days.

Once received, the Complaints Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this.



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What we will do

We aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish. When we investigate your complaint, we will examine the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate and take steps to make sure any problem does not arise again. You will receive a final letter setting out the result of any practice investigations.

Making your complaint to NHS Shropshire, Telford and Wrekin

If you would prefer to make your complaint directly to NHS Shropshire, Telford and Wrekin, who commission GP services within Shropshire you can do this using the details below.

NHS Shropshire, Telford and Wrekin Patient Services Team

Telephone: 01952 580407

E-mail: stw.patientservices@nhs.net

Support with making your complaint.

If you feel you need support with making your complaint Healthwatch Shropshire provide the Independent Health Complaints Advocacy Service (IHCAS) and can give you further information and advice on the NHS complaints procedure. They can also offer the support of an Independent Health Complaints Advocate who can help you to put your complaint in writing and support you through the process.

Healthwatch Shropshire

Independent Health Complaints Advocacy Service (IHCAS)

01743 237884

enquiries@healthwatchshropshire.co.uk

Taking it further

If you remain dissatisfied with the outcome you may refer the matter to the Parliamentary and Health Service Ombudsman (PHSO) to review how the complaint has been handled.

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel 0345 0154033

If you are not happy with the Ombudsman's decision, then you can appeal directly to the PHSO, and details of this process can be found on their website;

[Contact us | Parliamentary and Health Service Ombudsman \(PHSO\)](#)