



Escalating your complaint

You have the right to approach the
Ombudsman;

**The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP**

Tel: 0345 0154033

Website: www.ombudsman.org.uk

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

The Patient Advice and Liaison Service
(PALS) is based at Solihull Hospital. They
provide 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.

Contact them on 0121 424 1212

GPS Healthcare Head Office

GPS House

198 Tanworth Lane
Shirley
B90 4DD

GPS Healthcare Surgeries

Knowle Surgery

1500 Warwick Road
Knowle
B93 9LE

Meadowside FHC

30 Winchcombe Road
Solihull
B92 8PJ

Park Surgery

278 Stratford Road
Shirley
B90 3AF

Tanworth Lane Surgery

198 Tanworth Lane
Shirley
B90 4DD

Village Surgery

Cheswick Way
Shirley
B90 4JA

Yew Tree Medical Centre

100 Yew Tree Lane
Solihull
B91 2RA

Complaints Procedure

This leaflet explains how to make a
complaint, what we do with your complaint
and how we respond. It also
demonstrates guidelines for complaining
on behalf of somebody else and what to
do if you are not satisfied with our
response.

For further information please contact the
Site Supervisor at your local surgery.

We value your feedback

If you have a comment, complaint or
suggestion about the service you have
received from the clinicians or any of the
personnel working in this practice, please
let us know as soon as possible.

We appreciate patient feedback and use
this to help review and improve our
service.

We aim to resolve problems at the point of
being raised in a quick and efficient
manner.

Where this is not possible and you wish to
make a formal complaint, please do so **as
soon as possible**.

How to make a complaint

Please address your complaint to the **Site Supervisor** of your local surgery.

Your local surgery address details can be found on the last page of this leaflet.

Your complaint should preferably be in writing and must contain your contact details, dates, times and names of personnel involved (where known).

Please ask at the reception desk for a complaint form.

Please raise your complaint as soon as possible and ideally within a couple of days.

This enables us to trace the events more easily. Where this 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

Complaining on behalf of someone else

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 required, unless they are incapable (because of illness or infirmity) of providing this.

Please ask at the reception desk for a **Third Party Consent Form.**

What we shall do next

- We shall aim to acknowledge your complaint within 5 working days
- We shall aim to investigate and provide a written response to your complaint within 10 working days
 - ❖ *Where your complaint involves more than one organisation we shall liaise with that organisation so that you received one co-ordinated reply. We may need your consent to do this*
- We shall aim to fully investigate your complaint and make it possible for you to liaise with those concerned where required. Ensuring an apology is provided where appropriate
- We shall aim to identify how we may improve our service to stop this problem from occurring again

The Complaints Responsible Person

All complaints are reviewed by the Complaints Responsible Person at your local surgery.

GPS Healthcare surgeries;

Knowle Surgery	:	Dr L Khan
Meadowside FHC	:	Dr J Wilkinson
Park Surgery	:	Dr A Waddell
Tanworth Lane Surgery	:	Dr L Stacey
Village Surgery	:	Dr N Patel
Yew Tree MC	:	Dr C Naylor

All complaints for GPS Healthcare as a whole are reviewed by the Complaints Responsible Person for GPS Healthcare

GPS Healthcare

Dr C Naylor, GP Partner
GPS Healthcare Head Office