If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us knowas soon as possible - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

* within 12 months of the incident that caused the problem or
* within 12 months of discovering you have a problem, provided this is within 12 months of the incident.

***How to complain***

Complaints may be made orally, in writing or email to the Practice Manager, Mrs Jenny Yates, email: jennyyates@nhs.net,or via the online complaints form on our website: [www.newbarnclose.co.uk](http://www.newbarnclose.co.uk)

Address: New Barn Close Surgery, Station Road, Broadway, WR12 7DE

Tel: (01386) 853651

Alternatively, you may ask for an appointment with Jenny Yates to discuss your concerns. The complaints procedure will be explained to you, and we will make sure that your concerns are dealt with promptly.

***What we shall do***

1. We shall acknowledge your complaint within five working days and aim to have investigated your complaint within ten working days of the date when you raised it with us.
2. We will find out what happened and what went wrong.
3. Make it possible for you to discuss the problem.
4. Make sure you receive an apology, where this is appropriate. This will be provided to the complainant in writing (or email by mutual consent).
5. The event will be reviewed in the practice to identify what we can do to make sure this does not happen again.

***Complaining on behalf of someone else***

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the local NHS Herefordshire and Worcestershire Integrated Care Board (ICB) if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact the ICB complaints department using the details below:

***Complaining to the Independent Parliamentary & Health Service Ombudsman:***

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong, and an opportunity to improve our practice. This does not affect your right to approach the Parliamentary and Health Service Ombudsman, if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation:

The Parliamentary and Health Service Ombudsman

Millbank Tower

30 Millbank

London

SW1P 4QP

Complaints Helpline: 0345 015 4033 (8:30am – 5:30pm Monday to Friday)

[www.ombudsmen.org.uk/make](http://www.ombudsmen.org.uk/make) a complaint ***(to complain online or download a paper form)***

**Independent Complaints Advocacy Service:**

The independent Complaints Advocacy Service (ICAS) is a national service that supports people who wish to make a complaint about their NHS care or treatment.

The local ICAS office for the West Midlands is **0845 120 3748**

The Patient Advice and Liaison Service (PALS)
is based at Worcestershire Royal Hospital:

Herefordshire and Worcestershire Health and Care NHS Trust,

2 Kings Court,

Charles Hastings Way,

Worcester, WR5 1JR

Tel: 01905 681517

Email: **WHCNHS.PALS@nhs.net**