

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

Milbank Tower, Milbank  
LONDON  
SW1P 4QP

or

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ

Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## 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

Local Councils can give advice on local advocacy services



Fort House Surgery  
Rodney Road  
Walton on Thames  
KT12 3LD  
01932 253055



# The Complaints Process



## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Fort House Surgery. 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 at a local level. Please ask at reception to speak to one of the management team who will be happy to if you are not happy with your experience at the surgery.

## Investigating complaints

Fort House Surgery will investigate all complaints effectively and in conjunction with current legislation and guidance.

## Confidentiality

Fort House Surgery 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

Fort House Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

## Final response

Fort House Surgery 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.

## Ways to complain

You can ask to speak to one of our management team via reception who will talk you through the process, or make complaints directly in writing or by email to [forhousesurgery@nhs.net](mailto:forhousesurgery@nhs.net).

## 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 become aware of the matter about which you wish to complain.

Harriet Reid (Managing Partner) will acknowledge 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](mailto:england.contactus@nhs.net)*

