

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 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 Flitwick Surgery then you can escalate your complaint to:

Parliamentary Health Service Ombudsman (PHSO)

Milbank Tower

Milbank

London

SW1P 4QP

Tel: 0345 015 4033

Drs D Rafiq, A Narayanan & K Romer-Lee
Flitwick Surgery
Highlands
Flitwick
MK45 1DW

Phone: 01525 715300

Website: <https://www.flitwicksurgery.co.uk/>

**FLITWICK
SURGERY**

The Complaints Process

Flitwick Surgery





Talk to us

The Doctors and staff at the Surgery always try to give you the best service but we understand that we may not always get everything right.

By **telling** us about the problem you have encountered, we will be able to improve our services and patient experience.

Every patient has the right to make a complaint about the treatment or care they have received at Flitwick Surgery. Any complaint that you make will not be held against you, or affect any future care or treatment for you or your family.

Who to talk to

Most complaints can be resolved at a local level. In the first instance please speak to a member of staff if you have a complaint; our staff are trained to handle complaints.

Alternatively, ask to speak with a member of our management team or the Practice Manager, Penny Luker-Brown.

A complaint can be made verbally or in writing. Additionally, you can complain via our website using the feedback form at <https://www.flitwicksurgery.co.uk/navigator/feedback-complaints/> or email to flitwicksurgery.communications@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.

Flitwick Surgery will attempt to acknowledge all complaints within three business days verbally or in writing.

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.

Investigating complaints

Flitwick Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Flitwick 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

Flitwick Surgery 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

Flitwick Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the 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