

Let the practice know

Penn Surgery is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Penn 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 speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Practice Manager - Lisa Hayden.

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

A complaint can be made verbally or in writing. A complaints form is available from reception.

Time frames for complaints

The time constraint on bringing a complaint is 6 months from the occurrence giving rise to the complaint, or 6 months from the time you become aware of the matter about which you wish to complain.

The Practice Manager will respond to all complaints within five 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.

Investigating complaints

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

Confidentiality

Penn 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

Penn 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

Penn Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- SeAp Advocacy gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112

Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health Service
Ombudsman (PHSO)
Milbank Tower
Milbank
London
SW1P 4QP

Tel: 0345 015 4033
www.ombudsman.org.uk

Penn Surgery
2a Coalway Road
Penn, Wolverhampton. WV3 7LR
01902 33408

Suggestions Complaints & Comments

Penn Surgery
2a Coalway Road
Penn,
Wolverhampton.
WV3 7LR

Telephone: 01902 33408