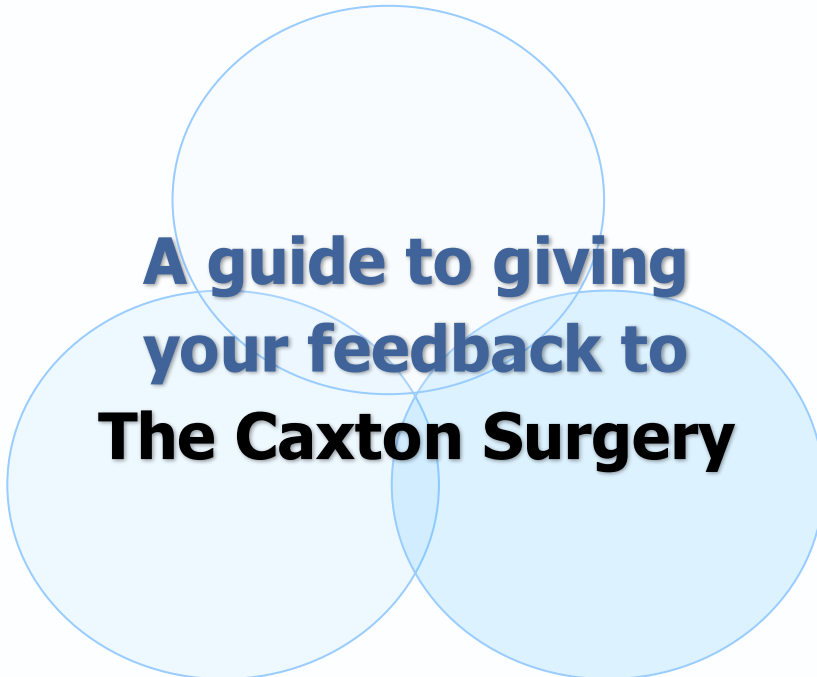


# **Do you have a Compliment, Comment or Complaint?**



**A guide to giving  
your feedback to  
The Caxton Surgery**



# Welcome...

We are always looking at ways to improve our services and ensure that you have the best possible experience with The Caxton Surgery. You can help us to get it right by telling us what you think of the services delivered by us.

This leaflet tells you what to do if you wish to compliment, comment or complain about The Caxton Surgery.

We will do all that we can to help and assist you through the process.



## Compliments & Comments

We want to hear from you if you are particularly pleased with the service you have received from an individual or team within the Surgery and wish to pass on your thanks or praise.

If you can tell us what we do well, or suggest improvements, we can give others a better service too. We will ensure that compliments reach the individuals concerned and that their manager is made aware of them. If it is appropriate, we will also share your comments with other colleagues

We also want to hear from you with any comments you have about any of our services or suggestions for ways we can improve. When you make a comment it will be sent to the Practice Manager for action or learning.

# Complaints

We always try to give a good service but sometimes things go wrong. You can help us make changes by telling us about what is wrong and how you would like us to put it right.

You may want to complain about:

- A service
- Any action, attitude or behaviour of a member of staff which has affected you or someone close to you

Please get in touch with the Practice Manager if you need help or support in using our procedure, or if you need the information in another format.

## How to complain

You should discuss any comments or concerns with the person providing the service, for example the Nurse or a Doctor, or ask to speak to the Practice Manager.

## What happens once you have made a complaint?

### Stage one: Local Resolution

When you make a complaint you will receive an acknowledgement letter or email within 3 working days from the Practice Manager.

If a formal investigation is needed it will be carried out by the Practice Manager. This will include a report on the process of investigation and findings, including details of any action taken or recommended to prevent a recurrence of the problem. A copy of the report will be sent to you with a letter from the Practice Manager.

If more time is needed to complete the investigation we will contact you to let you know why this is needed and will discuss new deadlines.

If you have any questions about the response to your complaint, you can contact the Practice Manager.

### Stage two: Ombudsman

If you are not satisfied with the findings of the local investigation you may wish to contact the Health Service Ombudsman. The Health Service Ombudsman is completely independent of both the NHS and the Government. They can investigate complaints about NHS services and complaints about how the complaint procedure is working.

The Ombudsman does not have to investigate every complaint put to them and they will not usually take on a case which has first been through the NHS complaints procedure.

Contact details:

The Parliamentary and Health Service Ombudsman  
Citygate  
51 Mosley Street  
Manchester  
M2 3HQ

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Telephone: 0345 015 4033

You can make your complaint directly with the service provider or via NHS Shropshire Telford and Wrekin ICB Patient Services Team.

The Patient Services Team can help advise the best process for your complaint.

NHS Shropshire Telford and Wrekin ICB  
Halesfield 6  
Halesfield  
Telford  
TF7 4BF

01952 580407  
[stw.patientservices@nhs.net](mailto:stw.patientservices@nhs.net)

## Healthwatch

If you would like independent help or advice on making a complaint, you can speak to Healthwatch Shropshire.

You can contact them on:

01743 237884

Or email to:

[enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)

# Compliments, Comments and Complaints Form

Name:

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Address:

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Email:

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Tel:

Date:

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I wish to make the following:

☒ Compliment ☐ ☒ Comment ☐ ☒ Complaint ☐

If you have already spoken to someone about this, please state the person's name:

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**Please return form to:**

Mr James Bradbury  
Practice Manager  
The Caxton Surgery  
Oswald Road  
Oswestry  
SY11 1RD

If you would like us to contact you, please tick the box ☐

Please provide details overleaf.

Handwriting practice lines consisting of 24 horizontal dashed blue lines.

Thank you for your comments.