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Details.....

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CONTACT DETAILS

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COMPLAINTS POLICY

Our staff are expected to carry out their duties in a professional manner and deal with patients with care, civility and efficiency and we welcome feedback from patients on our current working practice. If you wish to share your views and experiences, positive or negative, simply speak to a member of staff, visit our website or complete the form overleaf and hand in to front desk. Whilst we hope that we can deal with most problems quickly and with ease, if you do wish to make a formal complaint, we advise this is done either immediately following, or as soon as possible after the event, and up to a maximum of 12 months afterwards. Official complaints should be directed in writing to our designated complaints leads:

Camilla Walker – Practice Business Manager; or Dr Rani Shenoy – GP Partner

You can write to us at:

The Oaks Surgery
Applegarth Avenue
GU2 8LZ

or email us at: guildowns.feedback@nhs.net

WHAT WE WILL DO

Complaints will be acknowledged within 3 working days and we aim to complete investigations within 30 working days from date of receipt, following which you will receive the results in writing. Please be assured that if you do choose to make a complaint, it is our policy to ensure you are not discriminated against or subjected to any negative effect on your care.

OTHER AUTHORITIES

Whilst we hope we can deal with problems you may have here, if you feel you cannot raise an issue with us, you can contact the following authorities for support and guidance:

Parliamentary and Health Service Ombudsman
Helpline: 0345 015 4033
www.ombudsman.org.uk

Care Quality Commission
Tel: 03000 61 61 61
www.cqc.org.uk

NHS Surrey and Sussex ICB
Block C, 1st Floor, Dukes Court
Woking, Surrey, GU21 5BH
Tel: 0300 561 2500

Email: syheartlandsicb.complaints@nhs.net
<https://www.surreysussex.icb.nhs.uk/feedback-concerns-and-complaints/>

If you require assistance in raising a complaint, the Independent Health Complaints Advocacy Service can provide free, confidential, and independent support to help you to make a complaint about an NHS service. It is provided by Healthwatch Surrey in partnership with SILC (Surrey Independent Living Charity).

You can contact the team via:

Telephone: 01483 310 500

Text (SMS): 07704 265 377

Email: nhsadvocacy@surreyilc.org.uk

Website:

<https://www.surreyilc.org.uk/independent-health-complaints-advocacy-service/>

GUILDOWNS GROUP PRACTICE Complaints, Compliments & Feedback



THE OAKS SURGERY

Applegarth Avenue, Guildford, GU2 8LZ

WODELAND SURGERY

Wodeland Avenue, Guildford, GU2 4YP

STOUGHTON SURGERY

2 Stoughton Road, Guildford, GU1 1LL

THE STUDENT HEALTH CENTRE

University of Surrey, Guildford, GU2 7XH



Providing NHS services