

To complain about the service received from a hospital you can:

Either take your complaint direct to the hospital or send your complaint to Patient Services at the OCCG.

Patient Services (Formerly PALS)

The Patient Services team is here to answer queries and concerns related to the Oxfordshire Clinical Commissioning Group.

Patient Services provide confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care provided and guiding you through the different services available from the NHS.

Freephone: 0800 052 6088

Email:

patient.services@oxfordshireccg.nhs.uk

NHS England



Phone: 0300 311 22 33

(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: england.contactus@nhs.net

(Please state: 'For the attention of the complaints team' in the subject line)

Further Help and Advice:

You can also use the NHS Complaints Advocacy Service, a free independent advocacy service in Oxfordshire, hosted by SEAP, which helps individuals to make a complaint about any aspect of their NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS.

Phone: 0300 343 5718

Email: oxfordshire@seap.org.uk



Sonning Common Health Centre
Wood Lane
Sonning Common
Reading
RG4 9SW

Tel: 0118 9722188

Fax: 0118 972 4633

Sonning Common Health Centre

Compliments and Complaints

We strive to provide the highest level of care for all our patients and are constantly trying to improve the service we offer.

Help us get it right:

We are always willing to listen and welcome feedback from patients. Please let us know if you think we have done something well or if you have any suggestions as to how we can do something better.

Making a complaint:

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

Our aim is always to sort things out as quickly and informally as possible. If you have a concern or complaint, please speak to the healthcare professional involved in your care. You will not be treated any differently because you have expressed concern.

If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days – because this will enable us to establish what happened more easily.

If it has not been possible to make your complaint within a few days or weeks, please let us have details of your complaint within 12 months of the date of the incident complained about, or within 12 months of becoming aware that you had cause for complaint.

Our Practice Manager, Andrea Tsoi, is in charge of the complaints procedure and will explain it to you and make sure your concerns are dealt with promptly.

What we shall do:

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We will acknowledge your complaint within 3 working days and discuss and agree a plan with you, including timescales, as to how your complaint will be handled and when you can expect a response.

When investigating your complaint, we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

You can make your complaint:

- **In person:** Ask to see the Practice Manager. Please note that an appointment may need to be arranged.
- **By telephone:** Call 0118 9722188 and ask to speak to the Practice Manager.
- **By Email:** andrea.tsoi@nhs.net
- **In writing:** Please give as much detail as you can and send your letter to the Practice Manager, Sonning Common Health Centre, Wood Lane, Sonning Common, Reading, RG4 9SW.

Complaining on behalf of someone else:

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next:

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach **NHS England**, the body which commissions GP Services or Patient Services at the Oxfordshire Clinical Commissioning Group (OCCG), if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint.

Please be aware that should a patient make a complaint, the practice may need to provide information about the patient, and treatment they have received, to insurers or legal advisers.