

Where to get further Advice & Support

Further advice and support can be obtained from the following Organisations:

Healthwatch Gloucestershire

Tel: 0800 652 5193 / 01452 504989

E-Mail:

info@healthwatchgloucestershire.co.uk

www.healthwatchgloucestershire.co.uk

Patient Advice & Liaison Service (PALS)

Tel: 0800 015 1548 / 01452 566698

E-Mail:

glccg.pals@nhs.net

www.gloucestershireccg.nhs.uk/
feedback/patient-advice-and-liaison-
service-pals

Parliamentary & Health Service

Ombudsman

Millbank Tower, Millbank,
London, SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

E-Mail:

phso.enquiries@ombudsman.org.uk

Updated February 2014

Surgery Opening Times

The Surgery is open at the following times:

Monday to Thursday:

8.30 am to 6.00 pm

Friday:

8.30 am to 5.30 pm

Mitcheldean Surgery

Brook Street

Mitcheldean

Gloucestershire GL17 0AU

Tel: 01594 542270

Select:

1 to cancel an appointment

2 to contact Reception

3 to contact Dispensary

4 to contact the Medical

Secretaries

Main Fax: 01594 544897

Dispensary Fax: 01594 545325

WWW.MITCHELDEANSURGERY.CO.UK

MITCHELDEAN SURGERY

HOW TO COMMENT OR COMPLAIN

Brook Street, Mitcheldean, Glos, GL17 0AU

Tel: 01594 542270

We strive to provide an excellent service and care to all our patients, but accept that occasionally things go wrong. We welcome feedback and endeavour to rectify any situation to the mutual satisfaction to both of you (the patient) and the Practice as quickly as possible.

If you have a complaint or concern about the service you have received from the Doctors or staff working for this Practice, you are invited to register your concerns so we may resolve anything you feel unhappy about. We offer an informal, in-house complaints procedure to hopefully achieve mutually acceptable solutions to any issues that may have arisen. However, this procedure does not deal with matters of legal liability or compensation.

In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority.

You are welcome to discuss your complaint with our Practice Manager, and ask that you make an appointment at Reception.

Alternatively, your written complaint should be addressed to:

Mrs Gayle Sykes, Practice Manager
Mitcheldean Surgery
Brook Street
Mitcheldean, Glos, GL17 0AU
Or by E-mail to gayle.sykes@glos.nhs.uk.

Upon receipt, your complaint will be investigated thoroughly and as speedily as possible. Initially, we will acknowledge your complaint within 2 working days. We will contact you to agree a suitable timescale in which to respond to your complaint and to ensure we have a full understanding of your concerns. Your complaint will be dealt with promptly and on an individual basis, with some complex cases taking longer to investigate. Your complaint will be investigated by the Practice Manager.

Please note that the Practice must ensure strict adherence to the rule of medical confidentiality and that we cannot provide confidential information without the appropriate authority or consent if you are not the patient in question.

If you do not feel able to talk to the Practice for whatever reason, you may wish to contact

NHS England

PO Box 16738, Redditch, B97 9PT
Tel: 0300 311 2233
E-Mail: england.contactus@nhs.net

Please mark your correspondence "For the attention of the Complaints Manager"

or the Parliamentary & Health Service Ombudsman (contact details are on the reverse of this leaflet) if you feel we have not dealt with your complaint appropriately.

At the conclusion of the investigation, you may choose how you would like the findings to be communicated. You may wish to meet and discuss these directly with those concerned at the Practice, or you may choose to have a written response. If, after receiving a written response you still feel your concerns have not been answered, you will be invited to meet and discuss the issues with us if you have not already done so. You will be asked for your written confirmation that you are satisfied with the outcome.

If you have a concern, please do not hide it. Come along and talk to us so we may rectify any issues. The care of you and/or your family will not be discriminated against for registering any concerns or complaint.

Thank you.