

Spa Medical Practice

How to make complaint



Easy read version by
SpeakEasy N.O.W.
using 



What is a complaint?

Telling someone that you are not happy about something.

This may be something about your medical treatment, the staff or the medical centre building.



If you can, tell someone straight away that you are not happy.



If you are still not happy, you can make a **formal complaint**.

Who can make a complaint?

Anyone who is a patient at the surgery.



Someone else can make a complaint for you. If you agree in writing.



You must complain within 12 months.



How to make a formal complaint

You need to make your complaint to -

Dr Joanna Fitton
Complaints Lead

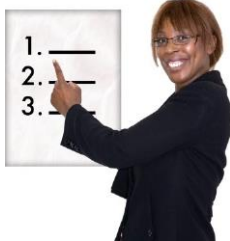


If you can, write down what you are not happy about and why.

Take it to the surgery or post it to



Jayne Barraclough
Spa Medical Practice
Droitwich Medical Centre
Ombersley Street East
Droitwich Spa
Worcestershire
WR9 8RD



What will happen next?

We will acknowledge your complaint within 3 working days

We will deal with your complaint within a reasonable time, based on the severity and complexity of your complaint. We will reply in writing or alternatively may organise a meeting with you.



If you are still not happy



You can contact the **Health Service Ombudsman**.

They look at complaints about any NHS health services in England.



0345 015 4033

phso.enquiries@ombudsman.org.uk



If you need some support with making a complaint you can contact

Onside Advocacy in Worcester.

01905 27525