

Further actions

If you are dissatisfied with the outcome of your complaint you can seek further guidance from:

NHS England

PO BOX 16738

Redditch B97 9PT

Tel: 03003 112233

england.contactus@nhs.net

Or alternatively complain to the:

Parliamentary Health Service
Ombudsman

Milbank Tower

Milbank

London SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

Clebury Mortimer Medical Centre
Vaughan Road, Near Kidderminster
Worcester. DY14 8DB
Telephone:- 01299 270209.
Website:- www.cleburymortimermc.co.uk

The Complaint Process

Clebury Mortimer Medical Centre





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Cleobury Mortimer Medical Centre.

We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively.

At Cleobury Mortimer Medical Centre the
Complaints Manager is : Mr Mark Dodds, Practice Manager and they are supported by the Responsible Officer who is:
Dr Juliet Lynn, GP Partner.

A complaint can be made verbally or in writing. A Complaints Form is available from reception.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will respond to all complaints within three business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved within 40 days.

Investigating complaints

Cleobury Mortimer Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Cleobury Mortimer Medical Centre will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

Third party complaints

Cleobury Mortimer Medical Centre allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third Party Patient Complaint Form is available from reception.

Final response

Cleobury Mortimer Medical Centre will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.