

## Our promise to you

When receiving our services you are entitled to expect:

- A high quality of care and treatment that is easily accessible and given wherever possible
- Dignity and respect at all times and to be treated as an individual
- Staff to address you in the manner of your choice
- Privacy and confidentiality
- Respect for your religion and culture
- Whenever possible you and your relatives or carers, if you wish, to be involved in making choices about your care
- Clear explanations about your care and treatment, giving you the chance to ask questions
- All complaints are treated in the strictest confidence and will be kept separate from patients clinical record.

## Our Mission Statement

'To ensure the highest standard of family care and to offer patients continuously improving and appropriate access to Health Care Professionals.'

## Independent Review

If you are unhappy with the result of any investigation you may, within 28 days of receiving the final response, ask for an independent review of your complaint from the Health Service Ombudsman. They can be contacted on:

Telephone: 0345 015 4033  
08:30 - 17:30 Monday to Friday

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Please see overleaf for more information on sources of help in making a complaint.**



## Complaints Procedure

Westbury Group Practice

White Horse Health Centre  
Bratton Surgery  
Smallbrook Surgery

01373 828330

[www.westburygp.co.uk](http://www.westburygp.co.uk)

We try our best to provide the best standard of care, at all times, for our patients, families and carers. We recognise, however, that sometimes you may not be satisfied with the service you or your family has received, and you may feel that you need to make a complaint.

All complaints are taken seriously. We use the information from our investigation of complaints to improve the standard of care we provide.

## Making a complaint

If you would like to discuss your complaint in person, whether it relates to any of the services we provide or the individuals providing them, please ask to speak to Marie Strachan, Deputy Practice Manager. She will be happy to advise you how to proceed and will aim to solve the problem straight away.

However, if you prefer, you can put your complaint in writing and send to:

Marie Strachan  
Deputy Practice Manager  
Westbury Group Practice (WGP)  
Mane Way  
Leigh Park  
Westbury  
Wiltshire  
BA13 3FQ

If you wish a friend or family member to deal with your complaint on your behalf, this is no problem. We would need to receive a signed authority for them to act on your behalf.



## Investigating your complaint

When a complaint is received from a patient, it will be dealt with as quickly and effectively as possible.

We will aim to resolve simple complaints within 24 hours and if the patient is satisfied with the response, no formal written response will be given unless particularly requested.

If your complaint is received in writing, we will acknowledge receipt of this within 3 working days and let you know the likely timescale or completion of any investigations. We will aim to provide you with a full response in writing within 10 working days.

However, some complaints are complex and the investigation may take a little longer than normal. If this happens, we will always let you know the timescale for response and the reasons for the delay.

Sometimes a complaint can highlight ways in which we can improve our service. In such cases, we will tell you of any action we intend to take.

If at any point you feel that a meeting will be helpful to discuss your complaint, you may request this too.

Occasionally, the complaint involves another organisation. In such cases, we will ask for your permission to pass information on as appropriate. We will explain the reasons for the transfer of responsibility, the name of the person and the department/authority to whom it is transferred. If your complaint includes more than one organisation, we will aim to coordinate a single response if appropriate.

## Help with making your complaint

You can take your complaint further with NHS England at the following:

Tel: 0300 311 2233  
[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Or

The Health Service Ombudsman  
Telephone: 0345 015 4033  
08:30 - 17:30 Monday to Friday  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)