

Making a complaint

When something goes wrong

There may be times when you are not happy with the service provided. We would encourage you to make your view known informally by telling the doctor, nurse, or member of the practice team who maybe able to put things right straightaway.

We take all complaints seriously and our aim is to sort out any problems as quickly and informally as possible. You will not be treated differently because you have complained. Your complaint will be kept electronically and on paper, but this will not be noted on your medical records.

Formal complaints

To make a formal complaint you can put your complaint in writing by completing a comments/concern form or writing a letter. Forms are available in the reception area at each surgery and on our website. Alternatively, you can speak to one of our management team.

Brookside Group Practice
Brookside Close
Earley
Reading, RG6 7HG
Tel: 0118 966 9333

You should normally make your complaint within 6 months of the event concerned. We will acknowledge your letter or completed form within three working days.

A manager or one of the senior doctors will wish to contact you about your complaint to help us understand exactly what happened. Your complaint will be investigated fully. We will give you a formal response to your complaint within an agreed time period. If the investigation will take longer for any reason, then we will contact you explaining why and keep you fully informed as to how the investigation is progressing.

The next step

If you are not satisfied with our response to your complaint then we would encourage you to contact us again raising any points with which you remain dissatisfied. However, if you feel the need to take the complaint further, the next step would be either to ask the Parliamentary Commissioner for Health (the Ombudsman) for an "Independent Review" of your case within two months of receiving a final response or to contact NHS England who are responsible for GP contracts.

For more information from the Ombudsman, please telephone 0345 015 4033 or go to www.ombudsman.org.uk

Where can I get further advice and help?

From 1 July 2023, if people want to make a complaint about primary care services to the commissioner, they should contact

South East Complaints Hub

NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire, GU11 1AY

Phone number: 0300 561 0290

Email: Frimleyicb.southeastcomplaints@nhs.net

More information on the BOB ICB website www.bucksoxonberksw.icb.nhs.uk/how-we-work/nhs-community-pharmacy-optometry-and-dental-commissioning-and-complaints .

Complaints regarding services provided by RBH please contact Patient Relations

Tel: [0118 3228338](tel:01183228338) or Email: complaints@royalberkshire.nhs.uk

Complaints regarding Community Team (BHFT) please contact PALS (Patient Advice and

Liaison Service) Tel: 0118 960 5027 or Email: BHT@berkshire.nhs.uk

The Independent Health Complaints Advocacy provides advice and support to people who want to complain about the NHS. Details are at www.theadvocacypeople.org.uk or telephone number 0330 440 9000 (calls charged at local rate).

NHS Choices explain NHS complaints procedure

www.nhs.uk/choiceinthenhs/rightsandpledges/complaints