

Advocacy support

POhWER: support centre can be contacted via 0300 456 2370

Advocacy People: gives advocacy support on 0330 440 9000

Age UK: 0800 055 6112

The Local Council can also give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either the ICB Complaints Team or our organisation you can escalate your complaint to the Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033

www.ombudsman.org.uk

The Complaints Process

Alton Surgery

Alton Surgery
Hurstons Lane
Alton, Stoke on Trent ST10 4AP
Tel: 01538 704200
Email: altonsurgery@staffs.nhs.uk



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Alton Surgery.

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; our staff are trained to handle complaints. Alternatively, ask to speak to the Practice Manager who manages the complaints process.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to altonurgery@staffs.nhs.uk.

If for any reason you do not want to speak to a member of our staff, then you can request that Staffordshire and Stoke-on-Trent ICB Complaints team investigates your complaint.

ICB Complaints

**New Beacon Building,
Stafford Education and
Enterprise Park,
Weston Road,
Stafford,
ST18 0BF**

0808 196 8861

PatientServices@staffsstoke.icb.nhs.uk



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 Practice Manager will respond to all complaints within seven business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Alton Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Alton Surgery will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Alton Surgery 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

Alton Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.