

Hillview Medical Centre

**How to make
a complaint
or tell us
your views**

Making a complaint

We work hard to provide you with the right support but occasionally things go wrong and you may want to complain. We take complaints very seriously and always make sure that they are investigated promptly and that you are kept informed of their progress.

Complaints need to be made to us within 12 months of the issue occurring. If complaining about health care received, the complaint can be made by patients or their carer, or on behalf of a patient (with their permission).

Paying a compliment

You may want to make positive comments on the support you've received. Compliments are useful because they help us to understand what we do well.

Who to contact

If you wish to make a complaint or give a compliment you can speak to any of our staff. Or, if you prefer, you can contact our practice manager. Contact details are on the final page.

What happens next?

We will acknowledge your complaint within 3 working days of us receiving it. We will then respond to the issues you have raised within a further 10 working days - or will let you know when we can get back to you. We will also let you know of any actions that we will take as a result of your complaint.

What to do if you're not happy with how we have responded to your complaint?

If you're not happy with our response, please let the person who has responded to you know. They will arrange for one or more of our partners to review your complaint and how we have responded to you. You will receive a response within 20 days of you getting in touch with us. If this is not possible - you will be advised when we can respond to you.

Who else can I speak to?

If you would like independent advice or support about your complaint, the following organisations may be able to help:

- **Independent Complaints Advocacy Service (ICAS)**
Tel: 0330 440 9000
Email: info@seap.org.uk
Website: <http://www.seap.org.uk/services/nhs-complaints-advocacy/>
- **Woking Citizens Advice Bureau**
Tel: 01483 541666
Email: www.bureau@wokingcab.org
- **Action against Medical Accidents**
Tel: 0845 123 2352
Website: www.avma.org.uk
- **Healthwatch**
Tel: 03000 683 0000
Email: enquiries@healthwatch.org
Website: www.healthwatch.co.uk
- **NHS England**
Tel: 0300 311 22 33
Email: england.contactus@nhs.net
Website: www.england.nhs.uk

If you are unhappy with our response after you have gone through our complaint process, you may wish to contact the organisation that regulates health:

Parliamentary and Health Service Ombudsman, Milbank
Tower, Milbank, London, SW1 4QP
Tel: 0345 015 0433
Email: phso.enquiries@ombudsman.org.uk

Contact details

To make a complaint, pay a compliment or simply have your say, you can speak to any member of our staff or the practice manager.

Here's how to contact us:

By phone: 01483 760 707
(line open Mon-Fri 8am–6.30pm)

By email: hillview.surgery@nhs.net

By letter: Practice manager
Hillview Medical Centre
Heathside Road
Woking
GU22 7QP