

## If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman.  
The contact details are:

**The Parliamentary and Health Service  
Ombudsman**  
**Millbank Tower**  
**Millbank**  
**London**  
**SW1P 4QP**

**Tel: 0345 0154033**

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

**If you wish to make a complaint about primary  
care, please contact the service directly.**

**Alternatively:**

**Buckinghamshire, Oxfordshire and  
Buckinghamshire ICB**

Website  
address: [www.bucksoxonberksw.icb.nhs.uk/contact-us/make-a-complaint/](http://www.bucksoxonberksw.icb.nhs.uk/contact-us/make-a-complaint/)

Email: [bobicb.palscomplaints@nhs.net](mailto:bobicb.palscomplaints@nhs.net)

Telephone: 0118 982 2720

Postal address:

BOB ICB  
Unipart House, Garsington Road  
Cowley, OX4 2PG

**Please be aware that you cannot complain to  
both the practice and the ICB**

## Support in Making Your Complaint

**You may also approach Voiceability for help or  
advice;**

The Voiceability Service is an independent, free  
and confidential advice service, which offers  
support to complainants with an NHS complaint.  
The contact details are:

Tel 0300 303 1660

Email [helpline@voiceability.org](mailto:helpline@voiceability.org).

The Practice Complaints Management Team is:

**Paul Miles**

Practice Manager

**Sandra O'Donnell**

Finance/Deputy Manager

**Gail Wells**

IT Manager

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



**Newbury Street Practice**

## Complaints Procedure



## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

*Within 12 months of the incident or within 12 months of you discovering that you have a problem, giving as much detail as you can.*

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

### Send your written complaint to:

Paul Miles  
Practice Manager  
Newbury Street Practice,  
Wantage,  
OX12 9BN  
Or electronically via our website

[Your Complaint - Newbury Street Practice](#)

## What we do next?

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

We will be honest and open with you when things have gone wrong – this is called 'duty of candour'.

You can find more about this on our website

## Complaining on Behalf of Someone Else

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

Please ask at reception for the **Complaints Form** which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.