

Dr J B Moore
Dr T J Hardwick
Dr V R Smellie
Dr C E Archibald
Dr K J Whybrew
Dr B T Soden

Stoke Road Surgery

4 Stoke Road
Bishop's Cleeve
Cheltenham
Gloucestershire
GL52 8RP

Dr E Z Annis (Salaried GP)
Dr J V Johnson (Salaried GP)

☎ Routine (01242) 674676
☎ Emergency (01242) 672007

Fax (01242) 678857
www.stokeroadsurgery.co.uk

Complaints Procedure

All formal complaints must be put in writing to the Practice Manager. (Other feedback to the practice can be given in writing on a surgery feedback form – available at reception, or via our website).

Where possible, the Practice Manager will acknowledge your complaint in writing within 3 working days of receipt and advise who will be handling the complaint and the likely timescale. Your complaint will be investigated by the Practice Manager and/or the most appropriate member of the healthcare team.

A formal, written response will be sent to you when the investigation has been completed. The practice will do all it can to resolve your complaint locally.

If you are dissatisfied with the response you receive from the practice, you can take your complaint to

NHS England National Call Centre
PO BOX 16738
Redditch
B97 9PT

Tel: **0300 311 22 33 (Monday to Friday, 8:00am to 6:00pm, excluding Bank Holidays)**
Email: **england.contactus@nhs.net**

If you require independent help and support with your complaint, this can be provided by the **Patient Advisory and Liaison Service (PALS)**. Contact details for PALS are;

Freephone: **0800 0151 548**
Land-line: **01452 566698**
E-mail: **glccg.pals@nhs.net**

Ultimately, if you remain dissatisfied with the response from the practice and GLCCG, you have the right to escalate your complaint to the **Parliamentary and Health Service Ombudsman**. Contact details for the Ombudsman are;

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

Complaints Helpline: **Tel: 0345 015 4033**
Text phone (Minicom): **0300 061 4298**
Fax: **0300 061 4000**
Email: **phso.enquiries@ombudsman.org.uk**