



## Complaints Procedure

Westbury Group Practice  
(White Horse Health Centre, Bratton Surgery)

### Our Mission Statement

'To ensure the highest standard of family care and to offer patients continuously improving and appropriate access to Health Care Professionals.'

#### Our promise to you

When receiving our services you are entitled to expect:

A high quality of care and treatment that is easily accessible and given wherever possible

Dignity and respect at all times and to be treated as an individual

Staff to address you in the manner of your choice  
Privacy and confidentiality

Respect for your religion and culture

Whenever possible you and your relatives or carers, if you wish, to be involved in making choices about your care

Clear explanations about your care and treatment, giving you the chance to ask questions

We try our best to provide the best standard of care, at all times, for our patients, families and carers. We recognise, however, that sometimes you may not be satisfied with the service you or your family has received, and you may feel that you need to make a complaint.

Westbury Group Practice (WGP), Mane Way, Leigh Park,  
Westbury, Wiltshire, BA13 3FQ 01373 828330

<https://westburygrouppractice.nhs.uk/>

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All complaints are taken seriously. We use the information from our investigation of complaints to improve the standard of care we provide. All complaints are treated in the strictest confidence and are kept completely separate from patient's clinical record.

### Making a complaint

If you would like to discuss your complaint in person, whether it relates to any of the services we provide or the individuals providing them, please ask to speak to Craig Massey, Patient Communication Lead. He will be happy to advise you how to proceed and will aim to solve the problem straight away, or he will call you back if unavailable at that time. However, if you prefer, you can put your complaint in writing using the address shown at the bottom of the page or email us at

[bswicb.wgppatientvoice@nhs.net](mailto:bswicb.wgppatientvoice@nhs.net)

and mark it for the attention of Craig Massey Patient Communication Lead

If you wish a friend or family member to deal with your complaint on your behalf, this is no problem. We would need to receive a signed authority for them to act on your behalf.

If you would prefer not to make your complaint to the practice, then you can take your complaint direct to the Bath, Swindon and Wiltshire Integrated Care Board (BSW ICB) at the following:

Tel: 0300 561 0250  
Email: [england.southwestcomplaints@nhs.net](mailto:england.southwestcomplaints@nhs.net)

You may not complain to both us and the NHS.

### Independent Review

If you are unhappy with the result of ours or the ICB's investigation you may, within one year of receiving the final response, ask for an independent review of your complaint from the Parliamentary and Health Services Ombudsman.

They can be contacted by telephone on 0345 015 4033  
0830 - 1700 Monday to Thursday  
0830 – 1200 Friday

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

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## Help with making your complaint

If you feel you would like help to make your complaint support is available. There are many organisations, or 'advocates', who can help you with your complaint. The local Healthwatch organisation can help you find independent NHS complaints advocacy services in your area.

Healthwatch can be contacted as follows:

**Call:** 03000 683 000 between the hours of 08:30 – 17:30 Monday to Friday.

**Email:** [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)

**Website:** [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## Investigating your complaint

When a complaint is received from a patient, it will be dealt with as quickly and effectively as possible.

We will aim to resolve simple complaints within 24 hours and if the patient is satisfied with the response, no formal written response will be given unless particularly requested. If your complaint is received in writing or email, we will acknowledge receipt of this within 3 working days and let you know the likely timescale or completion of any investigations. We will aim to provide you with a full response in writing within 10 working days. Some complaints are complex and the investigation may take a little longer than normal. If this happens, we will always let you know the timescale for response and the reasons for the delay.

Sometimes a complaint can highlight ways in which we can improve our service. In such cases, we will tell you of any action we intend to take. If at any point you feel that a meeting will be helpful to discuss your complaint, you may request this too.

Occasionally, the complaint involves another organisation. In such cases, we will ask for your permission to pass information on as appropriate. We will explain the reasons for the transfer of responsibility, the name of the person and the department/authority to whom it is transferred. If your complaint includes more than one organisation, we will aim to coordinate a single response if appropriate.

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