



## **SITE: ASTON CLINTON SURGERY**

### **HOW TO MAKE A COMPLIMENT, COMMENT OR COMPLAINT**

**This leaflet will explain:**

- **The system for complaining, make a comment or suggestion or give a compliment**
- **Why we have this system**
- **How it will help you**

#### **The System**

We receive compliments in many different ways and appreciate every single one, from a kindly worded letter to someone just saying 'thank you'. We will also gratefully receive comments about any aspect of your care and appreciate the opportunity to discuss your views.

If you are at all unhappy with the care or service you have received, please remember that we are here to help and to remedy the situation as best we can. If you have a complaint and wish to discuss this with a member of staff please speak to reception in the first instance and explain your concern. We will endeavour to help as quickly as possible to ensure a satisfactory outcome is reached.

If you prefer to put your concerns in writing please ask a member of the reception team who will provide you with some relevant written information and a complaints form.

You can also write directly to our Site Manager if you would like to make a compliment, suggestion, comment or complaint. If you are writing to complain about something, we will acknowledge your letter within 2 working days and will investigate your complaint with the relevant members of the team. The practice will respond to your complaint with a written response within 28 days. Quite often it is useful to arrange a meeting to discuss your concerns.

You can also give feedback in the form of a compliment or concern on our website, [www.westongrove.com](http://www.westongrove.com)

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## Why we have the system

We have this system to make sure that all who are involved in your compliment or complaint can learn from your experience, focus on any training issues that may arise and to praise members of staff. It also provides a good form of communication with individual patients to explain our systems and services in more detail, based on their own individual experiences.

## How it will help you

It will help you by providing a constructive way for you to communicate your positive experiences at the surgery, or any concerns you may have, and provide the opportunity to discuss them with a member of staff. We view all compliments or complaints constructively to enable us to improve our service to you.

If you need further clarification please contact the Aston Clinton Site Manager, Jennie Castle.

Useful Contact Information:-

Internet [www.westongrove.com](http://www.westongrove.com)

Wendover Health Centre, Aylesbury Road, Wendover, Bucks HP22 6LD.

Tel 01296 623452

Aston Clinton Surgery, 136 London Road, Aston Clinton, Bucks, HP22 5LB

Tel 01296 630241

Bedgrove Surgery, Brentwood Way, Aylesbury, Bucks HP21 7TL

Tel 01296 330330

If you need further information you may find the NHS Choices website useful [www.nhschoices.nhs.uk](http://www.nhschoices.nhs.uk)

You can also contact NHS England by

Post: South East Complaints Hub

NHS Frimley ICB

Aldershot Centre for Health

Hospital Hill

Aldershot

Hampshire

GU11 1AY

Phone number: 0300 561 0290

Email address: [Frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)