Fleet Medical Centre
Church Road
Fleet
GU51 3PE

01252 619000

Branksomewood Road Surgery
Branksomewood Road
Fleet
GU51 4JX

www.harthealth.nhs.uk

The Complaints Process

Hart Health Partnership

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Hart Health Partnership.
We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Practice Manager, Hart Health Partnership. If the Practice Manager is unavailable, you can complain via email to frimleyicb.hhp.feedback@nhs.net

If for any reason you do not want to speak to a member of our staff, then you can request that NHS Frimley ICB investigates your complaint. They will contact us on your behalf:

South East Complaints Hub
Frimley ICB
Aldershot Centre for Health
Aldershot
GU11 1AY
03003 112233
Frimleyicb.southeastcomplaints@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.
The Practice will acknowledge all complaints within three business days.
We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

Hart Health Partnership will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Hart Health Partnership will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Hart Health Partnership allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

Final response

Hart Health Partnership will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from this organisation, then you can escalate your complaint to:

The Parliamentary and Health
Service Ombudsman PHSO
Milbank Tower
Milbank
LONDON
SW1P 4QP
0345 015 4033
phso.enquiries@ombudsman.org.uk