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| **Dr P Stocks & Partners**  **Little Common Surgery & Old Town Surgery**  **Practice Complaints Procedure** |

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. A complaint can be made verbally or in writing. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

**How To Make A Complaint:**

Complaints should be addressed to the Management Team. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally within a matter of days or at most a few weeks, because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint within 12 months of the occurrence giving rise to the complaint, or from the time that you became aware of the matter.

**What We Will Do**

We will acknowledge your complaint within three working days. We will attempt to investigate and provide a detailed response as quickly as possible. Some complaints may take longer than others to investigate so we do not want to offer any specific timescale. However we will endeavour to conduct a full and thorough investigation in the shortest time period possible.

**When We Look Into Your Complaint We Will Aim To:**

* Find out what happened and what went wrong
* Make sure you receive an apology, where appropriate
* Identify what we can do to make sure the problem does not happen again

**Complaining On Behalf Of Someone Else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A signed consent form by the person concerned will be needed, unless they are incapable of providing this (because of illness).

**If you need help with making a complaint you can contact:**

The Advocacy People

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

Telephone: 0330 440 9000

Email: info@theadvocacypeople.org.uk

Text: PEOPLE to 80800 followed by your message

Write: PO Box 375, Hastings, TN34 9HU

Complaints are best made direct to the practice, as we hold your medical records and employ staff directly. Alternatively, if you do not want to contact the practice directly, your complaint can be made to the South East Complaints Hub via the contact details below:

South East Complaints Hub  
NHS Frimley ICB  
Aldershot Centre for Health  
Hospital Hill  
Aldershot  
Hampshire  
GU11 1AY

Phone number: 0300 561 0290

Complaints email address: [frimleyicb.southeastcomplaints@nhs.net](mailto:Frimleyicb.southeastcomplaints@nhs.net)

**If You Are Not Satisfied With Our Response**

We hope that if you have a problem, we will be able to provide you with a full explanation and tell you what action we are taking. However, if you are dissatisfied with our response, you can take the matter to the Parliamentary and Health Service Ombudsman, who can be contacted at:

Citygate  
Mosley Street  
Manchester  
M2 3HQ

Tel: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Little Common Doctors**

**Dr P Stocks** MB BS MRCGP GCPTGP 2000 London

**Dr H Al-Shamaa** MB ChB DCH MRCGP 1995 Baghdad

**Dr B Bhaskaran** MB BS MRCS MRCGP DRCOG 2001 London

**Dr T Bavalia** BA (Oxon) MB BS MRCGP DRCOG 2001 London

**Dr R Workman** MB ChB MRCGP

**Dr R Akroyd** (salaried GP) MBBS, MRCP (UK), MRCGP 2010 London

**Old Town Doctors**

**Dr G Rubery** BSc MB BS MRCGP DRCOG 2008 London

**Dr M Williams** MB BS PGDM BA (hons) MRCGP 2009 Brighton

**Dr N Bailey** MB BS MRCGP

**Dr J Barrow** BSc MBBS DCH MRCGP

**Dr H Cho** MBBS MRCGP