

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
- The [Local Council](#) can give advice on local advocacy services
- Healthwatch Telford and Wrekin can help with making complaints - 01952 739540.

Further action

If you are dissatisfied with the outcome of your complaint from either [Integrated Care Board \(ICB\)](#) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033

The Complaints Process

Woodside Medical Practice
Park Lane
Telford
TF7 5NR
01952 586691



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Woodside Medical Practice.

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.

How can I make a complaint?

A complaint can be made verbally or in writing.

A complaints form is available from reception.

I want to complain to a third-party

If for any reason you do not want to speak to a member of our staff, then you can request the Patient Services Team regarding your complaint. They will contact us on your behalf.

Below you can find some brief information about the NHS Shropshire, Telford and Wrekin complaint process. Or alternatively you can download a copy of our [Complaints and Compliments Policy and Procedure](#).

You can make your complaint directly with the service whose contact details are listed above or via NHS Shropshire Telford and Wrekin ICB Patient Services Team. The Patient Services Team will then make a decision around the best process for your complaint.

Telephone: 01952 583407

Email: stw.patientservices@nhs.net

In writing: Patient Services Team, NHS Shropshire, Telford and Wrekin, Wellington Civic Offices, Larkin Way, Tan Bank, Wellington, Telford, TF1 1LX

A complaint can be made verbally or in writing. A complaints form is available from reception.

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 Complaints Manager will respond to 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

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Woodside Medical Practice 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

Woodside Medical Practice allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Woodside Medical Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.