

## Advocacy Support

- POhWER Support Centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 033044090000
- Age UK on 08000556112
- Local Council can give advice on local advocacy services

## Further Action

If you are dissatisfied with the outcome from either NHS England or this organisation then you can escalate your complaint to:

Parliamentary Health Service

Ombudsman (PHSO)

Milbank Tower

Milbank

London

SW1P 4QP

Tel: 0345 015 4033

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



**Wolseley Medical Centre**  
Londesborough Street, Hull, HU3 1DS  
Tel: 01482 335300  
Website: [www.wolseleymedical.nhs.uk](http://www.wolseleymedical.nhs.uk)

***Patient focused and staff valued***

## The Complaints Process

Wolseley Medical Centre



Wolseley Medical Centre

Londesborough Street

Hull

HU3 1DS

## Talk to us

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

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, Chris Hall.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to [hull.b81047@nhs.net](mailto:hull.b81047@nhs.net)

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

NHS England  
PO BOX 16738  
Redditch  
B97 9PT  
03003 112 233  
[England.contactus@nhs.net](mailto:England.contactus@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 became aware of the matter about which you wish to complain.

The Practice 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

Wolseley Medical Centre will investigate all complaints effectively and in conjunction with extant legislation and guidance.

### Confidentiality

Wolseley Medical Centre will ensure that all complaints are investigated with utmost confidentiality and that any documents are held separately from the patients healthcare record.

### Third Party Complaints

Wolseley Medical Centre 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 complaint form is available from Reception.

### Final response

Wolseley Medical Centre 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.