

## If you are dissatisfied with the outcome

You have the right to approach the

Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 0154033

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

You may also approach the PALS  
service for help or advice:

The Patient Advice and Liaison Service (PALS) is based at Oxfordshire PCT and provide confidential advice and support, helping you to sort out any concerns you may have and guiding you through the different services available from the NHS. They are at:

Oxfordshire PCT

Jubilee House

5510 John Smith Drive

Oxford Business Park

OX4 2LH

Tel: 01865 336787



### **Bury Knowle Health Centre**

Bury Knowle Health Centre  
207 London Road  
Headington  
Oxford OX3 9JA

Phone: (01865) 761651

Fax: (01865) 768559

Email: : [health.buryknowle@gp-k84009.nhs.uk](mailto:health.buryknowle@gp-k84009.nhs.uk)

# Bury Knowle Health Centre's Complaints Procedure

Complaints Manager & Responsible  
person:

Mr Stuart MacFarlane

## Practice Mission Statement

If you have a complaint, concern or suggestion, then please talk to us. The best way to do this is by using our practice complaints procedure, which follows national NHS guidelines.

We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our care.

## How to complain

We hope that most problems can be sorted out quickly and easily, often at the time they arise with the person concerned, or in consultation with our Managers. This may be the approach you try first.

If we are unable to resolve your concern in this way, you may wish to make a formal complaint.

Alternatively you may wish to write your own letter or use the Complaints Form available from reception. Please do so as soon as possible after the event and ideally within a few days; this will make it easier for us

to establish what happened.

In any event, this should be done within 12 months of the incident, or within 12 months of you discovering that you have a concern.

Please give us as much detail as you can.

If you are concerned for someone else, and wish to air concerns on their behalf, then (for reasons of confidentiality) we must have their written consent to discuss the issues with you. A consent form is available from reception.

Please send any written complaint to:

Stuart MacFarlane

Bury Knowle Health Centre

207 London Road

Oxford

OX3 9JA

Telephone (direct line): 01865 759727

Email: [Stuart.MacFarlane@gp-k84009.nhs.uk](mailto:Stuart.MacFarlane@gp-k84009.nhs.uk)

## What We Will Do

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us.

We will then be in a position to offer you a written explanation, and if you wish, a meeting with the people involved. If the matter is likely to take longer than this, then we will let you know and keep you informed of progress.

When we look into your complaint, we will aim to:

- Find out what happened and why
- See if there is anything we can learn from the situation
- Arrange for you to discuss the problem with the people concerned, if you would like this
- Identify what we can do to make sure the problem doesn't happen again.

When the investigations are complete we will send a final written response to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with it.

Our final response letter will include details of the result of your complaint, and also your right to take the matter further if you remain dissatisfied with the response.