

HOW TO MAKE A COMPLAINT

The aim of the practice is to provide quality care, which is delivered according to the best evidence as to what is clinically effective in improving an individual's health outcomes. If for whatever reason our service did not meet your expectations you can:

Contact us directly:

- Call us on 01942 812525
- Write to us **Unsworth Group**
Peter House
Captain Lees Road
Westhoughton
Bolton
BL5 3UB
- Send us an email sms.p82015@nhs.net
- Ask the receptionist for a complaint form and leaflet

Or

You can contact NHS England:

NHS England
PO Box 16738
Redditch
B97 9PT
0300 311 2233
england.contactus@nhs.net

ASSISTANCE WITH YOUR COMPLAINT

If you require any help in making a complaint you can contact Healthwatch Bolton on any of the details below:

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Healthwatch Bolton
27 Silverwell St,
Bolton,
BL1 1PP
Tel : 01204 394603 between the hours of
10.00am– 3.00pm
Monday to Friday



Email : info@healthwatchbolton.co.uk

www.healthwatchbolton.co.uk

Or

For independent advice and support when complaining about the NHS you can contact the Independent Complaints Advocacy (ICA) who can advise you on how to make a complaint; support you and help you in drafting letters and represent you or attend meetings with you.

ICA can be contacted on: **0300 330 5454**

IF YOU ARE NOT HAPPY WITH THE OUTCOME

If you are not happy with the outcome from your complaint, you can:

- Contact us

Or

Escalate your complaint to the Parliamentary and Health Service Ombudsman (PHSO):

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0845 015 4033
Email:
phso.enquiries@ombudsman.org.uk

Or

Action against Medical Accidents (AvMA) on:

AvMA
Freedman House,
Christopher Wren Yard
117 High Street, Croydon CR0 1QG
DX: 144267 Croydon 24
Helpline 0845 123 2352 (Mon-Fri
10am - 3.30pm)
www.avma.org.uk