

Further Actions:

If you are dissatisfied with the outcome of your complaint, you may seek further guidance from:

NHS England
PO BOX 16738
Redditch
B97 9PT

0300 311 2233

England.contactus@nhs.net

Or, alternatively complain to:

The Parliamentary Health Service
Ombudsman
Milbank Tower
Milbank
London
SW19 4QP

0345 015 4033

www.ombudsman.org.uk

Contact Us:

Luson Surgery
41 Fore Street
Wellington
Somerset
TA21 8AG

01823 662836

Luson.reception@nhs.net

Our Complaint Process



Luson Surgery
Wellington Somerset

Talk To Us

Every patient has the right to make a complaint about the treatment or care they have received at Luson Surgery. 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.

Timescales 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 3 business days from receipt. Furthermore, they will provide you with regular updates regarding your complaint whilst aiming to have your complaint resolved within 40 days.



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. All our staff members are trained to handle complaints effectively. Alternatively, please ask to speak to the Practice Manager (Lizzie Guttridge).

A complaint can be made either verbally or in writing. Should you wish to complain in writing, please email or post us your complaint.

Investigating Complaints

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

Confidentiality

Luson Surgery will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

Final Response

Luson Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.