

Advocacy support

- ~~POhWER~~ support centre can be contacted via 0300 456 2370
- Advocacy People give advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Your local council can give advice on local advocacy services
- Other advocates and links can be found here:
<https://www.ombudsman.org.uk/>

Further action

If you are dissatisfied with the outcome of your complaint from either Rowcroft Medical Centre or NHS Gloucestershire Integrated Care Board, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER

Rowcroft Medical
Centre
Rowcroft Retreat
Stroud
Gloucestershire
GL5 3BE
01453 764471

The Complaints Process

Rowcroft Medical Centre



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Rowcroft 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 concern and they will assist you where possible. Alternatively, ask to speak to the Complaints Manager, Debbie Marshall, but note this may need to be pre-arranged.

How can I make a complaint?

A complaint can be made verbally or in writing.

A complaints form is available from reception. Additionally, you can complain via email to rowcroft.correspondence@nhs.net.

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 that the Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf:

NHS Gloucestershire Integrated Care Board
Shire Hall
Westgate Street
Gloucester
GL12TG

Patient Advice and Liaison Service (PALS)

PALS Office

Gloucestershire Royal Hospital

Great Western Road

Gloucester

GL1 3NN

0800 019 3282

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.

Debbie Marshall will respond to within three business days to acknowledge your complaint. 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

We 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

We allow third parties 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

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.