

As a Trust we welcome any comments, good or bad, about our services.

If you are not happy with the service you are being given, or have been given, then we would like to know about it.

An apology can be given (where appropriate) and action taken so that the same thing does not happen to someone else.

Compliments

If you are happy with the service you are being given, or have been given, then we would also like to know about it. Please therefore feel free to contact us by telephone, letter or email with your comments.

How can I comment or complain?

By speaking to any member of the Trust's staff so that immediate action can be taken.

Alternatively, if you want to comment or complain about your GP, dentist, pharmacist or optician, please contact them directly in the first instance.

A complaints manager is available who you can contact by telephoning: 01452 389460.

Or

By writing to the Chief Executive whose address is on the back of this leaflet. A thorough investigation about your concerns will take place. The Chief Executive will then respond, usually within 20 working days. If there is a delay we will let you know and explain the reasons why.

If you are not satisfied

Independent Review

If you are unhappy with the response to your complaint, there is an impartial independent review procedure. The details of this would be given in the Chief Executive's letter.

Contacts

THE COMMUNITY PATIENT ADVICE and LIAISON SERVICE (PALS)

The Community PALS will:

- Help to sort out problems quickly on your behalf
- Listen to your suggestions and queries
- Provide information on local health services
- Use your feedback to improve health services for others

COMMUNITY HEALTH COUNCIL

The local Community Health Council is an independent statutory body looking after the interests of all NHS users and will be able to assist you.

THE HEALTH SERVICE OMBUDSMAN FOR ENGLAND

If you are dissatisfied you can write to the Ombudsman who will let you know if the complaint can be further investigated. The address to write to is on the back of this leaflet.

Addresses to contact:

West Gloucestershire Primary Care Trust

Units 14 & 15, Highnam Business
Centre, Newent Road, Glos, GL2 8DN

Tel: (01452) 389460

Fax: (01452) 389449

Email: debbie.townsend@wglopct.nhs.uk

Website: www.westglopct.org.uk

Community Patient Advice & Liaison Service (PALS)

Hesters Way Community Resource
Centre, Cassin Drive, Cheltenham,
Glos, GL51 7SU

Tel: Freephone 08000 151 548

Email: debbie.annikie@glospart.nhs.uk

Community Health Council

10 Pullman Court, Great Western
Road, Gloucester, GL1 3ND

Tel: (01452) 413044

Fax: (01452) 380751

Email: julie@gloschc.demon.co.uk

The Health Service Ombudsman for England

11th Floor, Millbank Tower, London
SW1P 4QP. Tel: 020 7217 4051

Email:

ohsc.enquiries@ombudsman.gsi.gov.uk

West Gloucestershire
Primary Care Trust



WEST GLOUCESTERSHIRE PRIMARY CARE TRUST

HOW DO I COMMENT OR COMPLAIN?

*The Patient's Guide
to the
NHS Complaints Procedure*

*Chair: Liz Boait
Chief Executive: Stephen Golledge*