

Advocacy Support

POhWER Support Centre can be contacted via 0300 456 2370

SeAp Advocacy gives advocacy support on 0330 440 9000

Age UK on 0800 055 6112

Local Council can give advice on local advocacy services

Further Action

If you are dissatisfied with the outcome of your complaint from either ICB or Whaddon Healthcare then you can escalate your complaint to:

Parliamentary Health Service

Ombudsman (PHSO)

Milbank Tower

Milbank

London

SW1P 4QP

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk



Contact Information

Whaddon Medical Centre

25 Witham Court,
Tweed Drive,
Bletchley
MK3 7QU

Water Eaton Health Centre

Fern Grove,
Bletchley,
Milton Keynes,
MK2 3HN

Telephone: 01908 373058

Website: www.whaddonhealthcare.co.uk

Email Enquiries:

blmkicb.whaddonhealthcare@nhs.net



Our Complaints Process



Investigating Complaints

Whaddon Healthcare will investigate all complaints effectively and in conjunction with legislation and guidance.

Confidentiality

Whaddon Healthcare 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

Whaddon Healthcare allows a third party 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

Whaddon Healthcare will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation Complaints Policy.

Making a Complaint

Complaints can be made verbally or in writing using a complaint form via our form: [Whaddon Healthcare - Complaint Form](#)

Please be aware, if you are making a complaint on behalf of another person, we will need to gain permission to discuss their care with you, before we can proceed.

If for any reason you do not want to speak to a member of our team, then you can request that ICB investigates your complaint. They will contact us on your behalf:

Enquires & Experience Team Office

blmkicb.contactus@nhs.net

Complaint Timeframes

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.

The Complaints Team will acknowledge all complaints within three working days.

We 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.

Talk to Us

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

We understand that we may not always get everything right. 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 complaint; our staff are trained to handle complaints.

Alternatively, please ask to speak to a member of our Complaints Team.

Our Complaint Manager is Sarah Riley.

