



**HAVE YOU ANY - COMPLIMENTS?
COMMENTS?
CONCERNS?
COMPLAINTS?
We want to hear about them**

We aim to provide patients with the best care we can, but occasionally we can sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, nurse a receptionist or manager – but if you would prefer to give your feedback on writing please send it to

**Practice Manager
Magda Wendorff**

You can also send a message via brown box marked “Suggestions” at the reception.

OR:

**Patient Advice and Liaison Service (PALS) – 01266 524 900 ext.3222,
pals@btuh.nhs.uk**

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

Alternately, you have the right to approach the NHS and raise your complaint directly with them:

Customer Care Department

Alternately, you have the right to approach

NHS England on 0300 311 2233

Voicability on 0300 330 5454

Other ways to complain:

<https://www.healthwatchthurrock.org/>

or

<https://www.ombudsman.org.uk/>