

Compliments and Suggestions

We try hard to deliver a high standard of care that meets your expectations. We are always delighted to hear when we get it right. If you were satisfied with your care, we would like to know.

Please tell the staff directly involved with your care or alternatively you can write to us.

We also welcome any suggestions you have which could improve the service we offer. Please post any suggestions in the 'suggestions box' in the front waiting area.

How to Contact Us

Appointments: 01509 222061
General Enquiries: 01509 222062
Fax: 01509 223996
E-mail: med.centre@lboro.ac.uk

Practice Website:

www.lborounimedicalcentre.co.uk
Follow us on Facebook:
[/LoughboroughUniversityMedicalCentre/](https://www.facebook.com/LoughboroughUniversityMedicalCentre/)

Surgery Opening Hours:

Monday, Tuesday, Thursday, Friday:
08:00 - 18:30
Wednesday: 07:30 - 18:30
(Reception closed Mon-Fri from 5.30pm)
Weekends/Bank Holidays: Closed

Please note that our telephone lines can be particularly busy during the following times:
8am-10am & 12.30pm-2pm
If you feel your call is not urgent, please ring outside of these times to avoid these busy periods.

Compliments, Suggestions & Complaints



Dr Vaghela and Dr Gill

Loughborough University,
Ashby Road,
Loughborough,
Leicestershire,
LE11 3TU

Making a Complaint

All of our staff strive to provide the best possible service to the people they treat and care for. However, sometimes you may not be happy with the treatment or care you have received.

If you want to make a complaint, you should do this as soon as possible as issues may be able to be resolved quickly. You can be assured that your complaint will be treated confidentially and will not affect your future care or treatment.

You can raise your concern with any member of staff, clinical and non-clinical, who will try to resolve your complaint or escalate it if required.

If you wish to make a written complaint, you can write directly to the Practice Manager:

Mrs H Quinn
Practice Manager
University Medical Centre
Loughborough University
Loughborough
LE11 3TU

A complaint can be made by a patient or by someone acting on behalf of the patient, with their written consent.

Local Resolution of Complaint

The first stage of the NHS complaints procedure is 'Local Resolution'. We aim to ensure that:

- ◆ complaints are dealt with efficiently;
- ◆ complaints are properly investigated;
- ◆ complainants are treated with respect and courtesy;
- ◆ assistance to enable complainants to understand the procedure in relation to complaints;
- ◆ advice on where complainants may obtain such assistance;
- ◆ complainants receive a timely and appropriate response;
- ◆ complainants are told the outcome of the investigation of their complaint;
- ◆ action is taken if necessary in the light of the outcome of the complaint.

We hope to be able to resolve your complaint satisfactorily. However, if you wish to seek additional support or advice, you can contact the appropriate organisation on the following page to help with your complaint.

Independent Organisation

POhWER Advocacy

A charity providing information, advocacy and advice across. POhWER offers support that is independent, confidential and free.

Telephone: 0300 456 2370

Website: pohwer.net

NHS England Commissioning Board

The NHS England Commissioning Board can help you decide how you would like your concern handled. This can be done formally or informally and they will support you throughout the process.

Telephone: 0300 311 22 33

Website: England.nhs.uk (complaining to NHSE)

Parliamentary & Health Service Ombudsman

If you remain dissatisfied after receiving a response to your complaint, you can ask the Health Service Ombudsman to independently review your complaint. The Ombudsman is completely independent of both the NHS and UK Government and is free and confidential.

Telephone: 0345 015 4033

Website: ombudsman.org.uk