

## Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) 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 MSE ICB or this organisation then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank  
LONDON  
SW1P 4QP

Citygate, Mosley Street  
MANCHESTER  
M2 3HQ  
Tel: 0345 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Tile House Surgery  
33 Shenfield Road  
Brentwood Essex CM15 8AQ  
01277 227711 or email: [tilehouse.reception@nhs.net](mailto:tilehouse.reception@nhs.net)

# The Tile House Surgery

## Patient Guide On How to make a complaint or express a concern

## Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Tile House Surgery

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 complaint; our staff are trained to handle complaints.

Alternatively, ask to speak to the complaint's manager, Linda Upson, Practice Manager

The complaints manager will acknowledge all complaints within three business days.

A complaint can be made verbally or in writing. Additionally, you can complain via email to:  
tilehouse.reception@nhs.net.

If for any reason you do not want to speak to a member of our staff, then you can request that Mid and South Essex ICB investigates your complaint. They will contact us on your behalf, their contact details are as follows:

### Mid and South Essex Integrated Care Board

Telephone: 01268 594444

Email: mseicb.complaints@nhs.net

Write to: Mid and South Essex Integrated Care System, Phoenix house, Christopher Martin Road, Basildon, Essex, SS14 3HG

## 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.

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

Tile House Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

## Confidentiality

Tile House Surgery 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

Tile House Surgery allows a third party to make a complaint on behalf of a patient. The patient must provide written consent for them to do so. Please ask at Reception for a copy of our policy for **Access to Medical Records (Data Protection)** or download a copy from the website.

## Final response

Tile House Surgery 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.