



The
**WILLOW
GROUP**

NHS

Southern Health
NHS Foundation Trust

How to make a complaint or raise a concern



OUR VALUES

-  **People first**
-  **Partnership**
-  **Respect**

Do you have a complaint or concern?

If you are unsure about your care, unhappy about our services, or would like to make a complaint, we will work with you to resolve the issue.



Raising your concern directly to the staff involved in your care is the best way to provide feedback. The staff member will guide you through the process. If you prefer to talk to someone who isn't involved with your care, you can contact The Willow Group Patient Experience Team, they will also help you.

If you are not satisfied with our attempts to resolve the issue, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact the Health Service Ombudsman on **0345 015 4033**; email: **phso.enquiries@ombudsman.org.uk**, or via post: Millbank Tower, Millbank, London SW1P 4QP.

Step by step guide

Step 1

At The Willow Group, we will try to fully understand your concern, and what you wish to happen. We will either be able to resolve the issues with you there and then, or we will agree with you how you wish the matter to be looked into, and how long this will take.

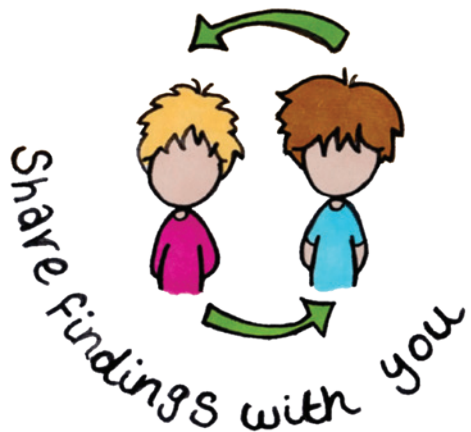
Step 2

If you are unhappy with The Willow Group's response, you will be offered a meeting or call with a senior member of staff to listen to your views and to consider any actions you may still want us to take. This can be confirmed in writing.



Step 3

All actions and things we can learn from the matter will be carried out and shared within The Willow Group and monitored by the Trust until they are completed. You can also receive feedback about actions when they have been completed if you would like to.



Contact us



You can send us an email at:
hiowicb-hsi.mywillowexperience@nhs.net



Or you can call us on:
023 8231 1034



You can also write to us at:
Patient Experience Team,
The Willow Group,
Brune Medical Centre,
10 Rowner Road,
Gosport,
Hampshire PO13 0EW



This information is available in other formats and languages including large print, braille and audio. Please contact your local health care professional.



@thewillowgroupnhs



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friendsofwillowgroup

www.thewillowgroup.nhs.uk

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