

Complaints

RFQs

I'm sorry that you are upset.

- Please tell me a little more about what happened.
- It's important that we learn from this, and that we take action to avoid something similar happening to others.
- I will talk things through with my team and would it be OK if I get back to you with some comments after a week or so?

Provide

We would usually encourage you to involve our practice manager and senior partner in addressing any concerns that you have about the quality of the care that we provide here at Herrington. It's important that we are able to improve what we do here to make sure that our practice is as safe as possible for you and others.

Safety net:

But if you prefer to take your concerns to an independent organisation the Patient Advice and Liaison Service will support you to ensure that you get fair treatment and to ensure that we make any necessary changes. Would you like their phone number?