Contact details

Upper Gordon Road Surgery (SHCP)

37 Upper Gordon Road
Camberley
GU15 2HJ

Phone: 01276 459040

Email: ugr.admin2@nhs.net

https://www.uppergordonroadsurgery.co.uk/feedback

Our Values



Caring & Compassionate



Accountable & Aspirational



Respectful & Resilient



Innovative & Inclusive



Nurture & Network



Growth & Greatness

"empowering community centred health & wellbeing"

Upper Gordon Road Surgery (operated by Surrey Heath Community Providers Ltd)

Complaints Process








Talk to us

Every patient has the right to make a complaint about the treatment or care they have received from Upper Gordon Road Surgery (operated by Surrey Heath Community Providers SHCP). 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.

Confidentiality

Upper Gordon Road 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.

How to complain

Most complaints can be resolved at a local level. You can make your complaint:

In person – please ask to speak to our Clinical Business Manager or Operations Manager

In writing – please make a submission via our website www.uppergordonroadsurgery.co.uk/feedback/complaint

These are received by our management team and investigated accordingly.

If for any reason you do not want to speak to a member of our surgery staff, you can contact the Central Quality team. They can be contacted by telephone, letter and/or email.

0333 332 001 SHCP.quality@nhs.net

Surrey Heath Community Providers Ltd, Theta Building, Lyon Way Frimley, GU16 7ER

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. All complaints will be acknowledged within three business days. 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

Upper Gordon Road Surgery will investigate all complaints effectively and in conjunction with current legislation and guidance.

Third party complaints

Upper Gordon Road Surgery allows a third party to make a complaint on behalf of a patient if the patient has provided written consent for them to do so.



Final response

Upper Gordon Road Surgery will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our complaints policy.

Advocacy Support

We understand that you might need support to make a complaint about an NHS service. Healthwatch, in partnership with Surrey Independent Living Charity (SILC) can provide free, independent support and assistance to people living in Surrey.

Telephone: 01483 310500

Email: nhsadvocacy@surreyilc.org.uk

Website: www.surreyilc.org.uk

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or this organisation, then you can escalate your complaint to: Parliamentary Health Service Ombudsman (PHSO) Milbank Tower Milbank London SW1P 4QP Tel: 0345 015 4033 www.ombudsman.org.uk.

If you would like a copy of the UGR SHCP complaints policy please email shcp.quality@nhs.net or ugr.admin2@nhs.net