

**DR A P CROSS**  
**DR J N BARNARDO**  
**DR MARY MORRISON**  
**DR SURAHI XAVIER**  
**DR ELIZABETH CHARLWOOD**  
**DR SIMON VICKERS**  
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## **MAKING YOUR EXPERIENCE COUNT**

The doctors and staff at this Practice are committed to providing high quality health care and services to patients.

This patient information leaflet explains how you can comment, compliment or complain about the service you have received.

If you wish to comment on our services please write to Antony Gunn, Practice Manager at the above address.

We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our system meets the national criteria.

## **HOW TO COMPLAIN**

It is best to tell a member of staff about any concerns or problems as soon as they arise and they will try to sort them out. If your problem cannot be sorted out in this way, and you wish to make a complaint, please let us have the details. The sooner we look into the matter the easier it will be to establish what happened. Complaints should be made in writing so, if you make a complaint verbally, we will write and summarise your complaint to ensure we have understood it. There is a limit of a maximum of 12 months for making a complaint. In exceptional circumstances, it may be possible to investigate the issue outside this time if there are good reasons why the matter could not be raised earlier and if it is still possible to investigate it.

Complaints should be made in writing and addressed to Antony Gunn, Practice Manager, who is responsible for handling complaints. Alternatively, you can write to Dr Andrew Cross, our lead doctor for this area. We will acknowledge your complaint within three working days of receipt and invite you to discuss the manner in which your complaint will be dealt with, including the timescale.

Please tell us how you would like your complaint to be resolved e.g.

- over the phone
- at a meeting
- with a written response
- and the outcome you hope for.

We will look into your complaint to:-

- find out what happened and whether something went wrong
- Invite you to discuss the problem with those involved, if you would like this