If you are dissatisfied with the outcome

We will try to resolve your concerns or complaint with you. However, if you are still dissatisfied once you have received our final response to you.

You can approach the following organisations who will review your complaint and our response independently.

Post:

South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot, Hampshire
GU11 1AY

Phone: 0300 561 0290

Email: frimley-icb.southeastcomplaints@nhs.net

Public Service Ombudsman
Parliamentary and Health Service Ombudsman
Citygate, Mosley Street,
Manchester, M23HQ

Tel: 0345 0154033
Website: www.ombudsman.org.uk

(from 1st October 2026)

Thames Valley ICB

The handling of complaints within the NHS changed on 1 July 2023 to align with the new structure of the NHS. In most cases complaints should and will, in the first instance, be made directly to the provider (GP).

All Primary Care complaints should be directed to the complaints team at Ringmead Medical Group by email Ringmeadmedicalgroup@nhs.net

If you have a complaint or a concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know.

We operate a practice complaint procedure as part of an NHS complaints system, which meets or exceeds national criteria.

If the complainant does not wish to complain directly to the service provider (GP) then the

The Ringmead Medical Group

Complaints procedure and information for patients.

September 2026

Birch Hill

Birch Hill Rd, Leppington, Bracknell RG12 7WW

Crowthorne

54 Heath Hill Rd S, Crowthorne RG45 7BN

Great Hollands

Great Hollands Square, Bracknell RG12 8WY

Owlsmoor

1 Cambridge Rd, Owlsmoor, Sandhurst GU47 0UB

Yorktown Road

72 Yorktown Rd, Sandhurst GU47 9BT

Making a Complaint

If you are not happy with the care or treatment you have received from our practice you have the right to complain, have your complaint investigated, and be given a full and prompt reply.

Any complaint correspondence is held separately from your medical records and you will not be discriminated against in any way for complaining about your care.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event Complaints should be received within twelve months of the event you are concerned about.

Send your written complaint letter to:

The Patient Services Manager

Ringmead Medical Practice
Birch Hill Medical Centre
Leppington
Bracknell, RG12 7WW

Complaining on behalf of someone else

We adhere to the strict rules of medical and personal confidentiality.

If you wish to make a complaint and are not the patient involved, we will require the written consent from the patient you are complaining on behalf of.

To confirm that consent has been given for you to speak to us on their behalf. (This applies to any patient aged 13 and over.)

Please note that we are unable to discuss any issue relating to someone else without their express consent, which must be in writing.

If the patient is incapable of providing consent due to illness or incapacity it may still be possible to deal with the complaint. Please inform us if this applies and the reasons why the patient cannot provide consent.

To enable us to deal with your concern or complaint. We may still need to correspond directly with the patient or other third party involvement.

What do we do next?

We aim to acknowledge your complaint within 3 working days by telephone or email. We will try to investigate and resolve our complaint within 40 days. If it is likely to take longer, we will keep you informed the best we can regarding the investigation process.

Where your complaint involves more than one organisation we will liaise with that organisation such as Social Services. We may require further consent to do this. If your complaint does not relate to Ringmead Medical Group, we will advise you further.

When reviewing a complaint we aim to:

Find out what happened, what went wrong and why this has happened.

Identify what we can do to make sure the problem does not arise again and how we can learn from this event.

We may ask to meet with you in person to discuss your complaint and we will ensure that you receive an apology, where this is appropriate.

We will send our final response letter to you in writing responding to the points that you have raised.