

Mrs Michelle Davies,
73 Harry Davis Court,
Armstrong Drive
Worcester
Worcestershire
WR1 2AJ

Friday 8th October 2021

Dear Mrs Davies,

Barbourne Health Centre is in receipt of your email dated 7th October. I am again unable to ascertain what the attached correspondence is in relation to and believe that there is no legal basis to this letter.

I have tried to make contact with you and arrange an appointment with one of our GP's but I have been unable to make contact.

If you have any specific concerns, you are welcome to write to the practice, **in your own words**, so that any potential concerns or complaints can be dealt with as per the NHS complaints procedure.

If you are unhappy with our response, you have the right to take your complaint to the Health Service Ombudsmen. The ombudsman is independent of government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the ombudsman, although this can be waived for good reason.

If you have any questions about whether the ombudsman will be able to help you, or how to make a complaint, you can contact their helpline on 0345 015 4033, email on phso.enquiries@ombudman.org.uk. Further information is available at www.ombudsman.org.uk

Yours sincerely,

Mrs L Tweney

Practice Manager

Barbourne Health Centre