



## Complaints Procedure

### Patient Leaflet

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there are ways in which you feel we can improve the service we provide. If you are not happy with the care and treatment you have received from the practice, please contact us and let us know. You will not be treated any differently because you have made a complaint.

#### Making a Complaint

We hope that most problems can be sorted out easily and quickly, often at the time they arise with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like to know as soon as possible as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint either:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem

The Complaints Manager will be pleased to deal with your complaint. The **Complaints Manager** for the practice is **Natalie Phillips, Managing Partner**. If you have a concern please arrange a telephone call with the Complaints Manager. In the absence of the Complaints Manager, a member of the management team, or the Complaints Lead GP will deal with your complaint. Please provide as much information as you can.

Complaints in writing may be sent to:

Natalie Phillips  
Complaints Manager  
Elm House Surgery,  
Beckenham Beacon,  
Beckenham  
Kent  
BR3 3FD

Alternatively you may wish to e-mail your complaint for the attention of the Complaints Manager to: [broccg.receptionelmhouse@nhs.net](mailto:broccg.receptionelmhouse@nhs.net)

### **Complaining on Behalf of Someone Else**

Please note that we adhere strictly to the rules of medical confidentiality.

If you are not the patient, but are complaining on their behalf, we have to know that you have his or her permission to do so. An authority signed by the patient concerned must be provided before we are able to proceed with investigating the complaint. You may wish to use a Third Party Consent form which is available from reception.

### **What We Shall Do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

Written complaints will be acknowledged within 3 working days of receipt. We will investigate your complaint thoroughly and all complaints will be treated in the strictest confidence.

When we look into your complaint we shall aim to:

- Find out what happened and what went wrong
- Make sure you receive an apology, where appropriate

- Identify what we can do to make sure that the problem doesn't happen again

At the end of the investigation your complaint will be discussed with you, either in person or in writing. We will aim to ensure that all written complaints are responded to within a period of 10 working days from the date of acknowledgement. If we expect it to take longer we will explain the reason for the delay and provide an estimated timescale for resolution.

### **If You Are Dissatisfied With the Outcome**

We hope that if you have a problem you will use our practice complaints procedure. We believe that this will give us the best chance of putting right what was wrong and the opportunity to improve our practice.

If you have a complaint which cannot be resolved locally you may contact NHS England using the details below:

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Tel: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you remain dissatisfied with the outcome to your complaint, you have the right to refer the matter to the Health Service Ombudsman. Their contact details are:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Tel: 0345 015 4033

Fax: 0207 217 4940  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Voiceability is now providing the NHS Complaints Advocacy Service. They offer a free, independent and confidential service to assist people with making their NHS complaints. Contact details for Voiceability are as below:

Voiceability  
United House  
North Road  
London  
N7 9DP

Tel: 0300 330 5454  
Fax: 0330 088 3762  
Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)