

**BREWER STREET SURGERY
PATIENT COMPLAINTS INFORMATION LEAFLET**

Practice Complaints Procedure

We always try to give the best service possible, but there may be times when you feel this is not so. If you have a complaint or concern about our service, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

Our practice procedure is not to deal with questions of legal liability or compensation, although the outcome of the complaint will not affect these issues. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at a most a few weeks - because this will enable us to establish what happened more easily. A complaint should be lodged not later than 12 months after the date of the incident. If there is a good reason why the complaint could not be lodged within the timescale and it is still possible to investigate it effectively and fairly then the time-scale could be waived.

Complaints directly to the practice should be addressed to Mrs Jane Glancey - Practice Manager or to any of the doctors. Alternatively, you may telephone to discuss your concerns on 01622 755401 or email brewer.street@nhs.net

What we shall do

We shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, if this is appropriate
- Identify what we can do to make sure the problem does not happen again

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to have their written permission to do so, unless they are incapable due to mental incapacity or under the age of 16.

Complaining to the Health Service Ombudsman

We will try to address your concerns fully and provide you with an explanation and discuss any action that may be needed. We hope that you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with the complaint we will direct you to the appropriate authorities that will be able to help you.

Useful numbers

Parliamentary & Health Service Ombudsman

All post should be sent to our main office in Manchester:

- Citygate Mosley Street Manchester M2 3HQ
- Millbank Tower, London, SW1P 4QP

www.ombudsman.org.uk

0345 015 4033

NHS England

Complaints about primary care (GP, dental, pharmacy and optometry services) within Kent and Medway are best made direct to the practice, as they hold your medical records and employ the staff directly.

Alternatively, if you do not want to contact the practice directly, your complaint can be made to the South East Complaints Hub, via the contact details below:

Email: frimleyicb.southeastcomplaints@nhs.net

Phone: 0300 561 0290

Post: South East Complaints Hub

NHS Frimley ICB

King Edward VII Hospital

St Leonard's Road

Windsor

SL4 3DP

This is a national service that supports people who want to make a complaint about their NHS Care or treatment.

NHS England

england.contactus@nhs.net

0300 311 22 33

PO Box 16738

Redditch

B97 9PT

Maidstone & Tunbridge Wells Trust

PALs – Patient Advice & Liaison

Telephone: 01622 224960

RNID Typetalk: dial 18002 followed by 01622 224960

mtw-tr.palsoffice@nhs.net

You can also write to: PALS Team Leader Maidstone and Tunbridge Wells NHS Trust, Maidstone Hospital, Hermitage Lane, Kent, ME16 9QQ

Health Complaints Advocacy Service

The Advocacy People is an independent charity that provides free independent and confidential advocacy services.

PO Box 375, Hastings, East Sussex, TN34 9HU

info@theadvocacypeople.org.uk

0330 440 9000

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>
enquiries@cqc.org.uk