



TALK TO US

Every patient has the right to make a complaint about the treatment or care they have received at Redgate and Somerset Bridge Medical Centres.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

WHO TO TALK TO

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to the Duty Manager or the Complaints Manager (Kathy Bartley, Practice Manager)

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT

03003 112233
england.contactus@nhs.net

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to somccg.admin.redgatemc@nhs.net.

TIME FRAMES FOR COMPLAINTS

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The Complaints Manager will acknowledge all complaints within three business days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

INVESTIGATING COMPLAINTS

Redgate and Somerset Bridge Medical Centres will investigate all complaints effectively and in conjunction with extant legislation and guidance.

CONFIDENTIALITY

The Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

THIRD PARTY COMPLAINTS

The Practice allows a third party to make a complaint on behalf of a patient. The patient must provide written consent for them to do so. A third party patient complaint form is available from reception.

FINAL RESPONSE

The Complaints Manager will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.

PARLIAMENTARY OMBUDSMAN

We hope that our initial actions will resolve the problem, but if this is not so, then you have the right to complain to seek an independent review. If you are not satisfied, then we will do all that we can to assist you in approaching the Parliamentary and Health Service Ombudsman for independent help and assistance.

IF YOU NEED HELP

If you need assistance in making a complaint you can contact the Independent Complaints Advocacy Service at

ICAS
1st Floor, Clarendon House
9 – 11 Church Street
Basingstoke
Hants RG21 7QG

Tel: 01256 463758 / 0845 600 8616

Email: basingstoke.icas@seap.org.uk

NHS COMMISSIONING BOARD

Although the Practice would welcome the opportunity to investigate your complaint, you may prefer to choose to make your complaint to NHS England

CONTACT INFORMATION

Kathy Bartley

Practice Manager (Complaints Manager)
Redgate Medical Centre & Somerset Bridge
Medical Centres.

Tel: **01278 454560 (Redgate)**

Tel: **01278 411520 (Somerset Bridge)**

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

Tel: **0345 015 4033**

Email: Phso.enquiries@ombudsman.org.uk

NHS England (Customer Contact Centre)
PO Box 16738
Redditch
B97 9PT

Tel: **0300 311 2233**

Email: england.contactus@nhs.net

Redgate Medical Centre & Somerset Bridge Medical Centre

HELP US TO GET IT RIGHT

OUR COMPLAINTS PROCEDURE