



The Bridgemary Medical Centre

Dr Yeandle & Dr Sathyanath
Bridgemary Medical Centre
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Tel: 01329 232446

Bridgemary Medical Centre **Complaints Procedure**

The Complaint Process

Every patient has the right to make a complaint about the treatment or care they have received at Bridgemary Medical Centre. 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

In the first instance, please discuss your complaint with any member of staff. We will always endeavour to resolve any complaint at a local level immediately. If your problem cannot be resolved and you wish to make a formal complaint, please contact the Operations Manager as soon as possible. Written complaints by email or post are ideal as they help us understand the circumstances clearly. If you are making a complaint on behalf of someone else, we need to know you have their permission to do so. A signed note from the person concerned will be required, unless they are incapable due to illness or disability.

Operations Manager Contact
Operations Manager: Abbie Dore
Email: abbie.dore1@nhs.net

Alternative contact

If you do not wish to speak to a member of our staff, you can request that NHS England investigates your complaint:

NHS England
PO Box
16738
Redditch
B97 9PT
Email: england.contactus@nhs.net

A complaint can be made verbally or in writing.

Investigating complaints

Bridgemary Medical Centre will investigate all complaints effectively and in conjunction with current legislation and guidance.

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 when you become aware of the matter. The complaints manager will acknowledge all complaints within three business days. We aim to provide findings as soon as possible and give regular updates on progress.

Confidentiality

All complaints are investigated with the utmost confidentiality and documents are held separately from the patient's healthcare record.

Final response

A final formal response will be issued in writing detailing the full findings and outcome of the complaint. Further details can be found in our practice policy.

Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, you can escalate your complaint to:

Parliamentary Health Service Ombudsman (PHSO)
Milbank Tower
Milbank
London
SW1P 4QP

Tel: 0345 015 4033

www.ombudsman.org.uk

Advocacy support

POhWER support centre: 0300 456 2370

SeAp Advocacy: 0330 440 9000

Age UK: 0800 055 6112

Healthwatch: 01962 440262