

Patient Complaints and Feedback Policy

Every patient has the right to raise a concern or make a complaint about the care, treatment or service they have received from Bridgemary Medical Centre.

We welcome feedback because it helps us understand where things have gone wrong, resolve concerns where possible, and improve the service we provide to patients.

Where possible, we will try to resolve concerns quickly and informally. If the matter cannot be resolved in this way, or if you wish to make a formal complaint, your complaint will be managed under the NHS complaints process.

The practice expects all communication with staff to be polite and respectful. Abusive, threatening or discriminatory behaviour towards staff is not acceptable and may be managed under the practice's behaviour policy.

How to make a complaint

Complaints can be made:

- in person;
- by telephone;
- in writing;
- by email; or
- by a representative acting on your behalf, where appropriate consent has been provided.

Formal complaints should be sent to:

Practice Manager / Complaints Team

Bridgemary Medical Centre
2 Gregson Avenue
Bridgemary
Gosport
PO13 0HR

Email: hiowicb-hsi.bridgemary.practicemanager@nhs.net

Telephone: **01329 232446**

Please do not send complaint correspondence to individual members of staff directly. Using the practice complaints email address ensures your complaint is properly logged, monitored, investigated and responded to, including when individual staff members are unavailable.

If you are making a complaint on behalf of another person, we will usually need their written consent before we can investigate or disclose information about their care. This is to protect patient confidentiality.

Complaints should normally be made within 12 months of the event complained about, or within 12 months of becoming aware of the matter. The practice may consider complaints outside this time limit where there is a good reason for the delay and it is still possible to investigate the complaint fairly.

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What we do

We will acknowledge formal complaints within three working days. We will then review the concerns raised, agree the issues to be investigated where necessary, and provide a written response as soon as reasonably possible. If the investigation is likely to take longer, we will keep you updated.

All complaints are handled confidentially. Complaint records are kept separately from the patient's clinical record, although relevant clinical information may need to be reviewed as part of the investigation.

If you are unhappy with our response

If you are unhappy with our final response to your complaint, you can ask the **Parliamentary and Health Service Ombudsman (PHSO)** to review your complaint.

The PHSO makes final decisions on unresolved complaints about the NHS in England. It is independent and free to use.

Parliamentary and Health Service Ombudsman

Website: www.ombudsman.org.uk

Telephone: 0345 015 4033

You will usually need to have completed the local complaints process first and received a final response before the Ombudsman will consider your complaint.

Complaining to the commissioner

You may choose to complain to the practice directly, or you may choose to complain to the commissioner of GP services instead.

For primary care services, including GP practices, complaints can be made to the local Integrated Care Board.

For Bridgemary Medical Centre, this is:

NHS Hampshire and Isle of Wight Integrated Care Board

Patient Experience and Complaints Team

Omega House

112 Southampton Road

Eastleigh

Hampshire

SO50 5PB

Email: hiowicb-hsi.patientexperience@nhs.net

Telephone: 0300 561 2561

Please note that you cannot usually have the same complaint investigated by both the practice and the commissioner at the same time.