

**Help us get it right!**

**We continually try to improve the service we offer. Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better. Feedback can be given in various ways; via the NHS website, Friends & Family Test, comments cards available in the waiting room or via letter/email ([Sxicb-bh.beaconsfieldsurgery@nhs.net](mailto:Sxicb-bh.beaconsfieldsurgery@nhs.net)) for the attention of the Practice Manager.**



**Beaconsfield Medical Practice**

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[www.beaconsfieldmedicalpractice.co.uk](http://www.beaconsfieldmedicalpractice.co.uk)

Comments, Complaints &  
Suggestions

The information in this leaflet can be provided in a variety of different languages and formats including large print, Easy Read and Braille.

If you would like a copy in an alternative format please contact the Practice Manager.

(Please note we do not keep these in stock.)

Reviewed August 2019

Review due August 2020 with Complaints Protocol

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints.

### **How to complain**

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 because 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:

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

Complaints should be addressed to Amy Barrett (Practice Manager) or any of the doctors.

### **What we shall do**

We will acknowledge your complaint within three working days and agree with you the timeframe in which this will be investigated (this may vary depending on the complexity of the complaint). In the majority of cases the practice will aim to investigate within 30 working days from the date the complaint was raised. Once our investigations have taken place we will be in a position to offer you an explanation, or meeting with those involved.

### **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 discuss the matter with you, unless they are incapable of providing this due to illness.

### **What you can do next**

We hope that if you have a problem, you will use the practice's complaints procedure. We believe this will give us the best chance to put things right and improve our practice.

However this does not affect your right to approach NHS England if you feel you **cannot** raise your complaint with us.

NHS England can be contacted via telephone on 0300 311 22 33, by email at [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or alternatively they can be contacted by post:

NHS England  
PO BOX 16738  
Redditch  
B97 9PT

If you are dissatisfied with the outcome of your complaint you have the right to approach the Ombudsman. The contact details are:

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

Telephone: 0345 015 4033 between 8.30am – 5.30pm Mon – Fri.

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)