

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 practice website www.beaconsfieldmedicalpractice.co.uk the NHS website, Friends & Family Test or comments' cards available in the waiting room.



Beaconsfield Medical Practice

175 Preston Road, Brighton,

BN1 6AG

Tel: 01273 552212

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

Reviewed April 2025

Review due April 2026 with Complaints Protocol

Talk to us

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 formal complaint, we would like you to let us know as soon as possible because this will enable us to establish what happened more easily.

A complaint can be made verbally or in writing. You can complain via the website:

[Contact Us « Beaconsfield Medical Practice](#)

Additionally, a complaints form is available from reception.

**Complaints should be addressed to
Anita Sembi, Operations Manager.**

Time frames for complaints

The time constraint on bringing a complaint is:

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

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 Sussex ICB (Integrated Care Board), if you feel you **cannot** raise your complaint with us. NHS Sussex ICB investigations are normally dealt within 60 days upon receipt of the complaint.

NHS Sussex ICB can be contacted via either:

Telephone: 0300 140 9854

Email: xicb.complaints@nhs.net

Post:

NHS Sussex Integrated Care Board
Sackville House
Brooks Close
Lewes
BN7 2FZ

Further action

If you are dissatisfied with the outcome of your complaint from the practice or the ICB, you can then escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

Advocacy support

- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- The [Local Council](#) can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)