

# **BEDMINSTER FAMILY PRACTICE**

## **Our Complaints Procedure**

We are committed to providing high quality services to all our patients. If you have a complaint about the service you have received from any of our doctors, nurses or staff members, we want you to tell us, as this may help us to improve our standards.

### **How to Make a Complaint**

We hope that most issues can be resolved informally, at the time they arise, through discussion with the person concerned. If this is not possible and you wish to make a formal complaint, please let us know as soon as possible so we can, more easily, investigate your complaint. Please be aware of the following time limits in relation to making complaints under this procedure;

- Complaints must be made within 12 months of the issue giving rise to your complaint, or
- within 12 months of the issue coming to your attention

Complaints made in writing, should be addressed to the Practice Manager, Denise Draper. You may do this by letter or we have a Complaint Form available, on request, from reception. It would be a great help to our investigations if you could be as specific as possible about your complaint. If you are unable to communicate with us in writing, please contact us to discuss alternative means of communication.

### **Making a Complaint On Behalf of Someone Else**

Confidentiality is a priority. If you are making a complaint on behalf of someone else, we must be satisfied that you have their permission to do so. We will need, as a minimum, written authority from the person concerned, unless they are incapable (due to illness or incapacity) of providing permission and you have legal authority to advocate on their behalf.

### **What Happens Next?**

1. Within 3 working days of receiving your complaint, we will send you a letter acknowledging your complaint. If we need any additional details about your complaint we will ask you.
2. We will then investigate your complaint. This usually involves discussing your complaint with the person against whom the complaint is made and other relevant parties. We will also examine your clinical record, where necessary. We aim to:
  - find out what happened and what went wrong
  - make sure you receive an apology where this is appropriate
  - identify what we can do to make sure the problem does not happen again
3. We will provide a detailed written response, within the following timescales;
  - For Administrative Complaints - within 10 working days of our acknowledgement letter
  - For Clinical Complaints - within 30 working days of our acknowledgement letter
  - If we have to change the above timescales we will let you know and explain why

## **BEDMINSTER FAMILY PRACTICE**

### **Making a Complaint to More Than One Organisation**

If you make a complaint to more than one organisation or mention another organisation in your complaint to us, we may have to seek your permission to discuss your complaint and share information with that other organisation. It may not be possible to provide a coordinated response but we will advise you of this during the complaint process.

### **If You Need Help Making Your Complaint**

For help, advice and support in relation to complaints generally, you may wish to contact the local Clinical Commissioning Group's Customer Service Team. Their contact details are as follows:

Tel: 0800 073 0907 (freephone) or 0117 900 2655

Email: [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

Write to: Customer Services Team, NHS Bristol, North Somerset and South Gloucestershire ICB, 360 Bristol – Three Six Zero, Marlborough Street, Bristol, BS1 3NX

See website for further details: <https://bnssgccg.nhs.uk/contact-us/patient-advice-and-liaison-service-pals/>

### **If You Are Unhappy With the Outcome of Your Complaint**

You have the right to complain to NHS England as they have overall responsibility for GP services. Their contact details are as follows;

Tel: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), stating 'For the attention of the complaints team' in the subject line.

Write to: NHS England, PO Box 16738, Redditch, B97 9PT

See their website for further details: <http://www.england.nhs.uk/contact-us/complaint/>

You also have the right to refer your complaint to the Parliamentary & Health Service Ombudsman whose contact details are:

The Ombudsman

Millbank Tower

Millbank

London, SW19 4QP

Help Line: 0345 015 4033

See also <http://www.ombudsman.org.uk/make-a-complaint/contact-us>

### **Data Protection**

Please refer to our Privacy Notices which explain how we use information about you. These can be found on our website or are available, on request, from reception. As part of the complaint process, we record information about you, your complaint and our response and we may need to provide some or all of this information to regulators, insurers or legal representatives.

**Bedminster Family Practice**  
**Regent Road**  
**Bedminster**  
**Bristol**  
**BS3 4AT**  
**Tel: 0117 966 3149**  
**Fax: 0117 953 0699**