

Complaints Procedure

Bedminster Family Practice

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Bedminster Family Practice. We are committed to providing high quality services to all our patients, but we understand that we may not always get everything right. By telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

We hope that most complaints can be resolved quickly and informally at a local level. We aim to resolve informal complaints within 3 business days. Please speak to a member of staff if you have a complaint; our staff are trained to handle complaints. Alternatively, ask to speak to our Patient Services Manager. If he/she is unable to resolve your complaint, he/she will pass it to our Practice Manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33 or email england.contactus@nhs.net

A complaint can be made verbally or in writing. A Complaint Form is available from reception or can be downloaded from our website. Additionally, you can complain via email to bedminsterfamilypractice@nhs.net

Timeframes relating to complaints

Time Limits - We will deal with complaints that are made within 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

Acknowledgement - We will acknowledge, in writing, informal complaints within three business days.

Investigations - There is no set timeframe, as this will depend on the nature of your complaint and the investigations required. We will aim to investigate your concerns and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint and the timescale within which we hope to respond. If our response is likely to be delayed, we will keep you informed.

Investigating complaints

Bedminster Family Practice will investigate all complaints fully and in line with relevant legislation and guidelines.

We may contact you to clarify your complaint or seek any additional information that may help us to fully investigate your concerns.

Confidentiality

Bedminster Family Practice will ensure that complaints are investigated with the utmost confidentiality and that any documents are held separately from patient healthcare records.

Third party complaints

We allow a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

Bedminster Family Practice will issue a final formal response to all complaints including full details and the outcome of the complaint.

Advocacy Support

For those who may find it challenging to complain directly to us or NHS England, advice or support can be sought from the following:

- PohWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services

Further Action

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to the Parliamentary Health Service Ombudsman (PHSO) at either Milbank Tower, Milbank, LONDON, SW1P 4QP or Citygate, Mosley Street, MANCHESTER, M2 3HQ

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Email: bedminsterfamilypractice@nhs.net