

If you need help to make a complaint

If you are considering making a formal complaint and would like independent advice please contact the The Care Forum Bristol. They can offer different levels of support from self-advocacy through to trained volunteer advocates and professional advocacy. They support patients to look at different options and possible outcomes so they can make informed choices about what action they can take. Their contact details are:

Email: admin@thecareforum.org.uk

Tel: 0808 808 5252

Address: The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

The practice Complaints Manager is:
Mrs Sarah Monteith, Practice Manager

The Lead GP for complaints is:
Dr Nicholas Gwilliam

If you are dissatisfied with the outcome

If you feel unable to complain to the practice directly you may wish to take your complaint to the local health commissioners who are: Bristol North Somerset & South Gloucestershire Clinical Commissioning Group (BNSSG CCG)

Telephone: Freephone 0800 0730907

Email: bnssg.customerservice@nhs.net

Post: BNSSG Clinical Commissioning Group, South Plaza, Marlborough Street, Bristol, BS1 3NX

In all complaints, the **second stage** of the NHS complaints process remains to ask the Parliamentary and Health Service Ombudsman to review the complaint. Their contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 0154033
Website: www.ombudsman.org.uk

Complaints Procedure



Dr P Harris
Dr N Gwilliam
Dr I Ojo
Dr D Cheang
Dr R Dodoo
Dr J de Mink
Dr H MacIntosh
Dr K Murdoch

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be either within twelve months of the incident that caused the problem or within twelve months of discovering that you have a problem giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint to:

The Practice Manager, Beechwood Medical Practice, Fishponds Primary Care Centre
Beechwood Road, Fishponds, Bristol BS16 3TD

What we do next

We look to settle complaints as soon as possible.

We will usually acknowledge receipt within three working days, and aim to resolve the matter as soon as possible but will give you some idea of how long that may take at the outset. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.