

If you need help to make a complaint

If you are considering making a formal complaint and would like independent advice please contact

SWAN (S Glos Residents). 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:

Website: www.swanadvocacy.org.uk
Email: southglos@swanadvocacy.org.uk
Tel: 0333 3447928 (9am – 5pm)

NHS Complaints Advocacy

0330 440 9000
info@theadvocacypeople.org.uk
www.theadvocacypeople.org.uk

The practice Complaints Manager is:
Mrs Sarah Monteith, Practice Manager
The Lead GPs for complaints are:
Dr Nicholas Gwilliam & Dr Hannah MacIntosh

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 Integrated Care Board (BNSSG ICB)

Telephone: Freephone 0800 0730907

Email: bnssg.customerservice@nhs.net

Website: <https://bnssg.icb.nhs.uk/contact-us/making-a-complaint/>

Post: Customer Services Team
NHS BNSSG ICB
Floor 2, North Wing
100 Temple Street, Bristol, BS1 6AG

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

The Public Service Ombudsman
Citygate
Mosley Street
Manchester, M2 3HQ
Email: publicservice@ombudsman.org.uk
Website: www.ombudsman.org.uk

Complaints Procedure



Dr N Gwilliam
Dr I Ojo
Dr D Cheang
Dr R Dodoo
Dr J de Mink
Dr H MacIntosh
Dr K Murdoch
Dr N Ingram
Dr R Bate
Dr E Cole
Dr L Apthorpe
Dr L Goodfellow

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

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 within 35 working days. 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.