

Advocacy support

- **POhWER** support centre can be contacted via 0300 456 2370
- **SeAp** Advocacy 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 organisation, then you can escalate your complaint to:

Parliamentary Health Service
Ombudsman (PHSO)
Milbank Tower
Milbank
London
SW1P 4QP

[Tel: 0345 015 4033](tel:03450154033)
www.ombudsman.org.uk

Bridgnorth Medical Practice

Northgate Health Centre, Northgate, Bridgnorth, Shropshire, WV16 4EN
Tel: 01746 767121 Email: bridgnorth.medicalpractice@nhs.net
www.bridgnorthmedicalpractice.co.uk

The Complaints Process

Bridgnorth Medical Practice



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Bridgnorth Medical Practice.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint. Alternatively, ask to speak to the Practice Manager. Calls and appointments can be scheduled at a mutually convenient time, to discuss your concerns

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
03003 112233

england.contactus@nhs.net



Complaints can be made verbally or in writing. All calls are recorded to enable this to happen. In addition, a complaints form is available from reception. You can also complain via email to:

bridgnorth.medicalpractice@nhs.net

Time frames for complaints

The time constraint on bringing a complaint is 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.

We will acknowledge receipt of your complaint within three business days.

We will aim to investigate and provide you with the findings as soon as we can.

Our complaints policy adheres to NHS England's guidelines. This allows us up to 6 months to investigate fully. Within this time, you should receive a response or decision. Should your complaint take more than 6 months, we will update you of its progress and the reason for the delay.

Investigating complaints

Bridgnorth Medical Practice will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Bridgnorth Medical Practice will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

Bridgnorth Medical Practice allows 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

Bridgnorth Medical Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our organisation policy.