

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
www.ombudsman.org.uk

Bridgnorth Medical Practice

Northgate Health Centre, Northgate, Bridgnorth, Shropshire, WV16 4EN

Highley Medical Practice

Bridgnorth Road, Highley, Shropshire, WV16 6JG

Tel: 01746 767121

Email: bridgnorth.medicalpractice@nhs.net

www.bridgnorthmedicalpractice.co.uk

The Complaints Process

Bridgnorth & Highley 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, or our hub-site Highley 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 Duty 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 Shropshire, Telford & Wrekin investigates your complaint. They will contact us on your behalf:

Wellington Civic Offices,
Larkin Way,
Tan Bank,
Wellington,
Telford,
TF1 1LX
01952 580407
stw.patientservices@nhs.net

Complaints can be made verbally or in writing. Complaint forms are available from reception. You can also complain via email or online via our website.

To investigate thoroughly, we may ask you for more details regarding your concerns. You may be advised by our team that the call is recorded, to send an email or to fill out an additional complaints form.

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.

Our complaints policy adheres to NHS England's guidelines.

There is no set timeframe to respond to your complaint. However, we endeavor to investigate and provide you with findings within 6 months. Should your complaint take more than 6 months, we will update you on its progress.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We 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

Should you wish to complain on behalf of another patient. The patient must provide consent for you 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 on the investigation process and the outcome of the complaint. Further information is detailed in our organisation policy.