

## Getting further help with your complaint

We hope that, if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact either of the following bodies:

### Patient Advice and Liaison Service (PALS) for Bristol

Website: [www.bristol.nhs.uk/contact-us/pals.aspx](http://www.bristol.nhs.uk/contact-us/pals.aspx)

Email: [pals@bristol.nhs.uk](mailto:pals@bristol.nhs.uk)

### NHS Complaints Advocacy Service

Website: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

### The Health Service Ombudsman

If you remain unhappy you may complain to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and Government.

You can contact the Ombudsman at:

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Email: [OHSC.Enquiries@ombudsman.gsi.gov.uk](mailto:OHSC.Enquiries@ombudsman.gsi.gov.uk)

Telephone: 0345 015 4033

### The Care Quality Commission (CQC)

If you have a genuine concern about a staff member or regulated activity carried on by Bishopston Medical Practice then you can also contact the Care Quality Commission.

Website: <http://www.cqc.org.uk/contact-us>

Telephone: 03000 616161

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# Bishopston Medical Practice



## Patient Complaints Information Leaflet

### Contact Details

48-50 Logan Road  
Bishopston,  
Bristol  
BS7 8DR

t. 0117 944 0700  
f. 0117 944 0707

43 Nevil Road  
Bishopston,  
Bristol  
BS7 9EG

t. 0117 924 4630  
f. 0117 904 6258

[www.bishopstonmedicalpractice.nhs.uk](http://www.bishopstonmedicalpractice.nhs.uk)



*Bristol & Avon*

## Practice Complaints Procedure

**We hope it never happens,  
but sometimes we might get it wrong.**

If you are unhappy with the treatment you, or a loved one, have received from any of our practice and/or staff you are entitled to:

- Make a complaint;
- Have your complaint properly considered;
- Get a response from those concerned.

We operate a Complaints Procedure as part of the national criteria for responding with complaints. In some cases it may be necessary to refer you to an appropriate authority to investigate your complaint.

This procedure does not affect your right to make a formal complaint to NHS England if you so wish. Neither does it affect your right to seek compensation by law.

**Note:** *If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.*

### When to complain

The sooner, the better. You have **twelve months** from the events happening that have caused you to make your complaint.

It is generally easier to resolve a complaint closer to the time of incident as the practice is better able to get a clear picture of the circumstances surrounding the complaint.

### Who to complain to

The first stage of the NHS Complaints Procedure is 'Local Resolution'.

In the first instance you should discuss your problem with the staff member concerned. Where the issue cannot be resolved, you should then contact the Practice Manager, Ms. Linda Buczek, who will try to resolve the issue and offer you further advice on the complaints procedure.

You can make a complaint verbally or in writing (including email).

Written complaints should be addressed to Ms. Linda Buczek. It is a great help if you are as specific as possible about your complaint, this allows us to investigate as thoroughly and speedily as possible.

### What the practice shall do

The practice will acknowledge your complaint within two working days and aim to look at your complaint within 10 working days of the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the person(s) involved. When we look at your complaint we shall aim to:

- Find out the full circumstances of the complaint;
- Make it possible for you to discuss the problem with those concerned;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem does not reoccur.

### Complaining on behalf of someone else

Please note that Bishopston Medical Practice keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so.

A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.