

Comments and Complaints

COMMENTS

We are constantly seeking to improve our services and welcome feedback, both positive and negative. Should you have any suggestions, concerns or complaints, please contact Angie Cool, Practice Manager, or leave your comments in our suggestion box at reception.

COMPLAINTS PROCEDURE

Should you have any reason to make a complaint against the practice or an individual member of staff including a doctor, whether it is an administrative or a clinical issue, you can ask to speak to the Practice Manager either by phone or in person, or you can put your concern in writing by letter.

If you feel uncomfortable speaking directly to the Practice Manager, you can contact the Patient Advice and Liaison (PALS) Service and Complaints team at NHS Brighton and Hove. They can support and advise you or, with your consent, investigate your concerns – email brightonandhovepals@nhs.net or telephone 0800 013 0251, Monday to Friday, 10am to 4pm.

Within the NHS complaints procedure there are two stages.

Stage one

Stage one is called Local Resolution, where you either contact the Practice Manager or PALS and Complaints at NHS Brighton and Hove to raise your concern. Most concerns are resolved at this stage.

In many cases, it may be possible to resolve your complaint by talking to the Practice Manager or a health care professional who is directly involved in your care.

We are very happy to meet with anyone who has a concern or complaint. Please contact Angie Cool Practice Manager, if you would like to discuss your concerns. You are welcome to bring another person with you to any meeting.

If your concerns cannot be resolved within 24 hours, we will acknowledge your complaint in writing and investigate your issues fully. We aim to respond within 30 working days; we will let you know if we anticipate any delays in responding within this time.

We are always happy to discuss concerns after you have received your

response; it is important to us that you feel we have done all we can to resolve and respond to your concerns.

Stage two

If you remain unhappy with the response you receive, you can ask the Parliamentary and Health Service Ombudsman to review your complaint. Their telephone number is 0345 015 4033 or you can complete their online form at www.ombudsman.org.uk.

Further information on the NHS complaints procedure is available at www.nhs.uk or the Parliamentary and Health Service Ombudsman website: www.ombudsman.org.uk.

Learning and Improving

We view all feedback and complaints as opportunities to learn and improve our practice. Where there has been a mistake or where systems need to be changed or improved, we will acknowledge this and let you know what action will be taken.

Independent Complaints and Advocacy Services (ICAS)

At any time during the complaints process you can receive free advice and assistance from the Independent Complaints and Advocacy Service (ICAS).

ICAS staff are independent of the NHS and are known as advocates. They can:

- give you an opportunity to speak confidentially to someone who is independent of the NHS
- explore the options available to you
- help you with writing clear, concise, effective letters outlining your complaint
- help you prepare for any necessary meetings and accompany you if required
- contact and speak to third parties on your behalf, with your consent

Further information on ICAS can be found on their website

www.seap.org.uk/icas.

Your local ICAS service can be contacted on 0845 600 8616

Your complaint should be raised within 12 months of the date of the incident or of becoming aware of the issue. In exceptional cases, this timescale may be extended.

The information in this leaflet can be provided in a variety of different languages and formats including large print, Easy Read and Braille.

If you would like a copy in an alternative format please contact the Practice Manager.

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**COMMENTS?
COMPLAINTS?**