

Advocacy support

- [Healthwatch](http://www.healthwatch.co.uk) can be contacted on 0191 5147145
<http://www.healthwatch.co.uk>
- [POhWER](http://www.pohwer.co.uk) Support Centre can be contacted via 0300 456 2370
- [Advocacy People](http://www.advocacypeople.co.uk) gives advocacy support on 0330 440 9000
- [Age UK](http://www.ageuk.org.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 the Practice then you may escalate your complaint to:

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

Tel: 0345 015 4033
www.ombudsman.org.uk

Bridge View Medical Group
Southwick Health Centre
Sunderland SR5 2LT
nencicb-sun.bvmg@nhs.net

The Complaints Process

Bridge View Medical Group





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Bridge View Medical Group.

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 Reception Supervisor if you have a complaint. If they are unable to resolve the matter they may refer you on to Wendy Page, Business Manager.

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

A complaint can be made verbally, in writing or by email to the address shown on the reverse of this leaflet.

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.

The practice manager will respond to all complaints within 3 working days.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

Investigating complaints

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

Confidentiality

We 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

A third party may make a complaint on behalf of a patient. However, the patient must provide consent, written where possible, for them to do so.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint.