

Further actions

If you are dissatisfied with the outcome of your complaint you can seek further guidance from:

NHS England

PO BOX 16738

Redditch B97 9PT

Tel: 03003 112233

england.contactus@nhs.net

[Or alternatively complain to the:](#)

[Parliamentary Health Service Ombudsman](#)

[Milbank Tower](#)

[Milbank](#)

[London SW1P 4QP](#)

[Tel: 0345 015 4033](#)

www.ombudsman.org.uk

Bearsted Medical Practice

Yeoman Lane

Bearsted, Maidstone, Kent, ME14 4DS

Tel: 01622 737326, Fax: 01622 31129 or email: gp.g82074@nhs.net

The Complaint Process

Bearsted Medical Practice





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Bearsted 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; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Complaints Manager.

At Bearsted Medical Practice the Complaints Manager is :
Sarah Harrison, Practice Manager
and they are supported by the GP Complaints Lead who is:
Dr Alison Milroy.

A complaint can be made verbally or in writing. A Complaints Form is available from reception. Additionally, you can complain via email to:

gp.g82074@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.

The complaints manager will respond to all complaints within 3 business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved within 40 days.

Investigating complaints

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

Confidentiality

Bearsted Medical Practice will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record. All of your information will be dealt with according to current data protection legislation.

Third party complaints

Bearsted 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

Bearsted 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 practice policy.

