

Advocacy support

- [POhWER](#) support centre can be contacted via 0300 456 2370
- [Advocacy People](#) gives advocacy support on 0330 440 9000
- [Age UK](#) on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this [PHSO webpage](#)

Further action

If you are dissatisfied with the outcome of your complaint from either Staffordshire and Stoke-on-Trent Integrated Care Board or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either :-

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk

phso.enquiries@ombudsman.org.uk

Further information on how to complain to the NHS can be found via:-

<https://www.nhs.uk/contact-us/how-to-complain-to-the-nhs>

([How to complain to the NHS - NHS](#))

biddulphdoctors

Biddulph Primary Care Centre

Wharf Road

Biddulph Staffordshire

ST8 6AG

Tel: 01782 432420

Email :

NSTCCG.biddulphdoctors@nhs.net

website www.biddulphdoctors.nhs.uk

The Complaints Process

biddulphdoctors



Talk to us

Every patient has the right to raise concerns about the treatment or care they have received at biddulphdoctors.

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 issues can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to a member of the

management team, but note they may not be available to speak with you immediately but will contact you as soon as possible.

You can raise concerns verbally or in writing. A complaints form is available from reception.

Additionally, you can send your complaint to us via email to **NSTCCG.biddulphdoctors@nhs.net**

or post to :

**Biddulph Doctors,
Biddulph Primary Care Centre,
Wharf Road, Staffordshire ST8 6AG.**

If for any reason you do not want to speak to a member of our staff then you can request that the Integrated Care Board investigates your complaint. They will contact us on your behalf:

Address :
Staffordshire and Stoke-on-Trent
Integrated Care Board (ICB),
New Beacon Building,
Stafford Education and Enterprise Park, Weston
Road, Stafford ST18 0BF

Freephone: 0808 196 8861

Email: PatientServices@staffsstoke.icb.nhs.uk

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 you within three business days to acknowledge your complaint.

We aim to investigate and provide you with the findings as soon as possible and give regular updates regarding the investigation.

Investigating complaints

We will investigate all complaints effectively and in accordance with existing 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

We allow third parties 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

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