

We want to provide you with a service that meets and if possible exceeds your expectations. However occasionally an incident may take place which does not meet your satisfaction. If for any reason you are not satisfied with the service you receive from us, we would like to hear from you.

We hope that any problems you raise can be dealt with promptly by talking to the member of staff with whom you usually deal.

If it is not possible to resolve your complaint in this way, you are welcome to take it further. This document explains how to make a complaint and how we respond to it.

Resolving the Complaint with Us Informally

As soon as possible after you feel that there is an issue, please contact the member of staff with whom you usually deal either:

- by phone on **0121 429 1572**
- online at bearwoodmedicalcentre.co.uk via our contact form
- by email to bearwoodmedicalcentre@nhs.net
- or in person at reception,

explaining what the problem is and how you would like the matter to be resolved.

If you would rather not speak to the member of staff whom you usually deal with, you can request to speak to with the practice manager, Mrs. Sharad Sohal. The staff member will discuss your complaint with you and work with you to find a solution with which you are happy.

If it is not possible to resolve the complaint at this telephone/face-to-face meeting, or if you feel it is not appropriate to resolve the complaint informally, you have the right to take the matter further using one of the formal routes below.

Resolving the Complaint with Us Formally

You can make a formal complaint by contacting us by in writing at the address on Page 2, clearly stating that you are making a complaint. We will acknowledge your complaint within the next two working days. Your complaint will then be looked in to (at which stage, we may need to speak with you to get further information). Following investigation of your complaint, we will contact you within 3 weeks to let you know what we intend to do to resolve the matter.

Raising the Complaint with the NHS

Because the service you receive is funded by the NHS, you have a right to make your complaint directly to your local **NHS Clinical Commissioning Group (CCG)**. The CCG can be contacted on the telephone number and address on Page 2.

They will investigate your complaint in accordance with their complaints procedure. We will cooperate fully with their investigation to help find a satisfactory resolution.

Support for Making your Complaint

If you need support to make you complaint, you may wish to contact:

- your local **NHS Primary Care Trust's Local Resolution** service (previously known as PALS) or
- the **NHS Complaints Advocacy** (previously Independent Complaints Advocacy Service/ICAS).

The NHS Primary Care Local Resolution Office offers confidential advice, support and information on health-related matters to patients, their families and their carers.

The NHS Complaints Advocacy is a national service that supports people who wish to make a complaint about their NHS care or treatment.

(Please see Page 2 for contact details)

Contact Details

1. [Bearwood Medical Centre](#)

176 Milcote Road
Smethwick
B67 5BP

Telephone: 0121 429 1572

Email: bearwoodmedicalcentre@nhs.net

Website: bearwoodmedicalcentre.co.uk

2. [NHS Sandwell And West Birmingham CCG](#)

Kingston House
438-450 High Street
West Bromwich
B70 9LD

Telephone: 0121 612 1702

Email: SWBCCG.Time2Talk@nhs.net

Website: sandwellandwestbhamccg.nhs.uk

3. [Sandwell & West Birmingham Local Resolution \(Previously PALS\)](#)

Telephone: 0121 507 5836 (10am – 4pm, Monday – Friday).

Email: swb-tr.pals@nhs.net.

Website: www.swbh.nhs.uk/patients-visitors/compliments-and-complaints/patient-advice-and-liaison-service-pals/local-resolution/

4. [NHS Complaints Advocacy \(previously ICAS\)](#)

PO Box 14043
Birmingham
B6 9BL

Telephone: 0300 456 2370

Email: pohwer@pohwer.net

Website:

www.sandwell.gov.uk/site/custom_scripts/ip_directory_record.php?recordID=2894&categoryID=89