

Additional Support Contacts

Health Service Ombudsman

The Parliamentary and Health
Service Ombudsman

Tel: 0345 0154033

Website: www.ombudsman.org.uk

The Patient Advice and Liaison Service (PALS)

Tel: 01752 439884

Email: plh-tr.PALS@nhs.net

Website: [Patient Advice and Liaison
Service \(PALS\) | University Hospitals
Plymouth NHS Trust](#)

Healthwatch

Jan Cutting Healthy Living Centre
Scott Business Park,
Beacon Park Road
PLYMOUTH PL2 2PQ

Tel: 0800 520 0640

Email:

info@healthwatchplymouth.co.uk

Website:

WWW.healthwatchplymouth.co.uk



COMPLAINTS PROCEDURE

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Beacon 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 member of staff if you have a concern and they will assist you where possible.

Alternatively, ask to speak to the

Patient Liaison & Communication

Lead, but note this may need to be a booked appointment.

How can I make a complaint?

A complaint can be made verbally or in writing.

A complaints form is available from reception. Additionally, you can complain via email to **d-icb.beaconcomplaints@nhs.net**

I want to complain to a third-party

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 (ICB) investigates your complaint.

They will contact us on your behalf:

Telephone: 0300 123 1672

Email: d-

icb.patientexperience@nhs.net

Post: Patient Advice and Complaints team, Pomona House, Edginswell Business Park, Oak View Close Torquay TQ2 7FF

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 Patient Liaison & Communications Lead will respond to within three business days to acknowledge your complaint. We will aim to investigate and provide you with the findings within **30 working days**.

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

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. We will liaise with you about the progress of any complaint.