



THE COMPLAINTS PROCESS

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Bredon Hill Surgery.

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 Practice Manager, 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. However, for most complaints, we request that these are in writing so that we can clearly understand the history of what has happened, the details of what has gone wrong, and gain a better understanding of what the complainant wants to happen next.

A complaints form is available from reception. Additionally, you can complain via email to hwicb.bredonhillsurgery@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:

Herefordshire & Worcestershire ICB
Kirkham House
John Comyn Drive
Perdiswell
Worcester
WR3 7NS
Tel: 0330 053 4356

Email: hwicb.enquiries1@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 Practice will respond to within three business days to acknowledge your complaint. 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

We do not accept complaints from third parties on behalf of a patient unless the patient has provided consent for them to do so. Exceptions are for children, and patients where the complainant has a Power of Attorney that has been enacted.

Final response

We will issue a final formal response which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.

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
- The [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 [Integrated Care Board \(ICB\)](#) 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

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