

PARK PRACTICE

PRACTICE COMPLAINTS PROCEDURE

**Drs Writer, Thomas, Harvey, Price, D'Abbraccio, Romain
and Stevens**

Mrs K Flynn – Practice Manager

Contact details:

Address to write to:

Park Practice
Eastbourne Park Primary Care Centre
9 Broadwater Way
Eastbourne
BN22 9PQ

Telephone No: 01323 502200

Email address: admin.parkpractice@nhs.net

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the practice, please let us know. We operate an NHS complaints procedure which meets national criteria.

How to Complain

We hope that most problems can be resolved quickly, often at the time they arise. A member of our management team can assist with any issues. If the problem cannot be sorted out in this way and you wish to make a complaint, please let us know **as soon as possible** - ideally, within a matter of days or at the most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint within **12 months** of the incident that caused the problem.

Complaints should be addressed to the Practice Manager, or to any of our doctors, and can be sent by letter or email using the contact details above. Alternatively, you may ask for a meeting to discuss your concerns. At such a meeting, the complaints procedure will be explained to you and you will be reassured that your complaint will be dealt with promptly.

If you are unable to make your complaint in writing, please contact the practice and we will help you access the complaints process.

What Will Happen Next

Your complaint will be acknowledged in writing within three working days. We aim to investigate and provide a full written response within twenty-five working days.* We may also offer a meeting with the people involved.

*This may vary depending on the complexity of the matter. Up to 6 months is allowed for very complex cases.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would like this; you may bring a family member or friend for support.
- make sure you receive an apology, where this is appropriate;
- identify what we can do to help prevent the problem happening again.

Complaining on Behalf of Someone Else

Please note that we strictly adhere to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapacitated (because of illness) and are unable to provide this.

Independent Complaints Advocacy

Free independent NHS complaints advocacy is available from The Advocacy People:

Telephone: **0330 440 9000**

Email: **info@theadvocacypeople.org.uk**

Further Action

We hope you will use our Practice complaints procedure, giving us the opportunity to put right what has gone wrong and improve our practice.

If you remain dissatisfied after the NHS complaints process has been completed, you may refer the matter to the Parliamentary and Health Service Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Citygate

Mosley Street

Manchester M2 3HQ

Tel: 0345 015 4033

Website: www.ombudsman.org.uk