



Pavilion Surgery

2-3 Old Steine, Brighton BN1 1EJ

Tel: 01273 685588

### **Practice Complaints Procedure**

If you have a complaint or concern about the service that you have received from a doctor or any of the staff working in this practice, please let us know. The practice takes complaints very seriously. We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

#### **How to complain**

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is the case, we would wish for the matter to be settled as quickly and as amicably as possible, at the time they arise, and with the person concerned. If you feel your problem cannot be resolved this way and you wish to make a complaint, we would like you to let us know as soon as possible- ideally within a matter of days or at most, a few weeks, as this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

-within 6 months of the incident that caused the problem; or

-within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident.

Complaints should be addressed to our Practice Manager, Michelle Spicer, preferably in writing, to the surgery address above or by email to [michelle.spicer@nhs.net](mailto:michelle.spicer@nhs.net) or addressed to any of the doctors. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

#### **What we shall do**

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in a position to offer you an explanation or a meeting with the people involved.

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
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again

### **Complaining on behalf of someone else**

Please note that we keep strictly to rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his/her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **Complaining to an independent body**

We do hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach an independent body if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation. In this event you should contact the NHS South East Complaints Team.

#### **By post to:**

NHS South East Complaints Team  
Aldershot Centre for Health  
Hospital Hill  
Aldershot GU11 1AY

**By email to:** [frimleyicb.southeastcomplaints@nhs.net](mailto:frimleyicb.southeastcomplaints@nhs.net)

If you are making a complaint please state: '**For the attention of the complaints team**' in the subject line.

**By telephone: 0300 561 0290**

If you are dissatisfied with the response, you have the right to refer your complaint to:

#### **The Parliamentary and Health Service Ombudsman**

**Write to:** Parliamentary Health Service Ombudsman (PHSO)  
Citygate, Mosley Street  
MANCHESTER  
M2 3HQ

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Call:** 0345 015 4033 or send a text to their 'call back' service: 07624 813 005, with your name and mobile number. Textphone (Minicom): 0300 614298.

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)