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**Complaints Procedure**

**If you have a complaint, or concern about the service you have received from the doctors, nurses or any of the practice staff, please let us know.**

**This leaflet explains what to do if you have a complaint.**



**Horizon Health Centre**

**68 Lonsdale Avenue**

**Weston-super-Mare**

**BS23 1SJ**

**Tel: 0345 350 3973**

**Graham Road Surgery**

**22 Graham Road**

**Weston-super-Mare**

**BS23 1YA**

**Tel: 01934 628111**

**Bnssg.phgl.complaints@nhs.net**

**Pier Health Group Ltd**

**COMPLAINTS PROCEDURE IN BRIEF**

**Complaint received**

**Complaint acknowledged** (within 3 working days)

**Complaint investigated**

**Complaint responded to** (within 20 working days)

**Regular updates if remains ongoing**

**Complaint resolved**

(within 6 months)

**If you’re not satisfied with the resolution or handling of your complaint, you may meet with a manager to discuss it in person.**

**ESCALATING YOUR COMPLAINT**

If you have a problem, please use our practice complaints procedure in the first instance. This gives us the best chance of putting things right quickly. We welcome every opportunity to improve our service to patients.

Rest assured; your complaint will not disadvantage your care in any way.

If you feel unable to raise your complaint directly with us for any reason, you may contact the following service:

**BNSSG Customer Service Team**

* Freephone Tel: 0800 073 0907
* Address: 5th Floor, South Plaza, Marlborough Street, Bristol, BS1 3NX
* E: [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

**NHS England**

* Tel: 0300 311 22 33
* Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)
* NHS England  
  PO Box 16728  
  Redditch, B97 9PT
* British Sign Language interpreter available via a video call

**IMPORTANT:**

**Your complaint should not be directed to both the practice and NHS England.**

**INDEPENDENT ADVOCACY SERVICES**

**POhWER** – Charity that helps people to be involved in decisions being made about their care. Support centre Tel: 0300 456 2370

**The Advocacy People** – Complaints advocacy support. Tel: 0330 440 9000 or email [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

**Age UK** – Call: 0800 055 6112

**Local Council** – Useful link to help you find a local advocacy service

<https://www.gov.uk/find-your-local-council>

**Local Healthwatch North Somerset** can help patients find independent NHS complaints advocacy services in their area.

[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)

**COMPLAINING ON BEHALF OF SOMEONE ELSE**

Medical confidentiality is strictly enforced at the Practice.

If you are complaining on behalf of someone else, we will require assurance that you have their permission to do so.

A note signed by the patient concerned will be required, unless they are incapable (due to illness) of providing this.

* Complaint Consent Form - Single Use

– If required, is enclosed.

**HOW TO COMPLAIN**

We hope that most issues can be sorted out quickly and easily. Ideally, at the time they arise and with the person concerned directly.

If your concern cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible as this enables us to find out what happened more easily.

If it’s not possible for you to engage with us quickly, please do let us have details of your complaint within a 6-month period.

Complaints can be accepted after this, in exceptional circumstances.

Complaints should be addressed to the Complaints Manager, who will explain the complaints procedure to you and make sure your concerns are dealt with promptly.

It’s a great help to us if you are as specific as possible about your complaint, so please include...

* Key Dates
* Detailed Events
* People Involved
* Impact (or potential impact)
* How you’d like us to resolve things

**WHAT WE WILL DO**

Your complaint will be acknowledged within 3 days and we will commence a full investigation into your complaint.

The investigation period will enable us to provide you with a full explanation.

When investigating your complaint, we will aim to:

* Establish what happened and understand what went wrong
* Make it possible for you to discuss the problem with people concerned, if you would like this
* Ensure you receive an apology, where this is appropriate
* Identify how we can reduce the risk of it happening again for you or anyone else
* If you are not satisfied with the response from the Practice or NHS England, you have the right to contact the Parliamentary and Health Service Ombudsman (PHSO), Millbank Tower, Millbank, London, SW1P 4QP, Telephone: 0345 015 4033. Or visit them at [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
* Please aim to do this within 6 months of receipt of our final complaint response letter.