

If you are dissatisfied with the outcome

You have the right to approach the
Ombudsman.

The contact details are:

The Parliamentary and Health Service
Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033

Website: www.ombudsman.org.uk

NHS England

P O Box 16738
Redditch
B97 9PT

By telephone: 0300 311 22 33

By email to: england.contactus@nhs.net

Bromleag Care Practice:
0203 930 0270

Contact Us

Bromleag Care Practice

14 The Crescent

Beckenham

BR3 1DU

Tel No: 0203 930 0270

Out of Hours: 111

Practice Website:

www.bromleagcarepractice.co.uk

Enquiries E-Mail Details:

Broccg.bromleagcarepractice@nhs.net

Opening Hours

Monday: 08:00 – 18:30

Tuesday: 08:00 – 18:30

Wednesday: 08:00 – 18:30

Thursday: 08:00 – 18:30

Friday: 08:00 – 18:30



Bromleag Care Practice: Complaints Procedure



Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

You can make a verbal complaint in person or by telephone by contacting our Practice Manager, who is the nominated Complaints Manager. She will ensure that your concerns are dealt with promptly and in the correct way. If you prefer to make a written complaint please address this to the Practice Manager.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask for this from the complaints manager. You can also provide this in your own format in writing providing this covers all the necessary aspects.

SEND YOUR WRITTEN COMPLAINT TO:
Bromleag Care Practice

14 The Crescent
Beckenham
BR3 1DU
Tel No: 0203 930 0270

What we do next:

We look to settle complaints as soon as possible.

We will acknowledge receipt of written complaints within 3 working days either by letter or telephone, and aim to have looked into the matter within 10 working days and will then conduct a full investigation. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation, so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further should you remain dissatisfied with the response.



Complaining on behalf of someone else

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask for the Complaints Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

