

BARTON HILLS MEDICAL GROUP

COMPLAINTS PROCEDURE – patient information

Version:	Reviewed on	Next review date	Approved by:	Comments:
1.1	1/08/2019	01/08/2020	A Ashpool	
1.2	7/4/2021	April 2022	A Ashpool	Complete form via website
1.2	22/4/22	22/4/23		No changes

We aim to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it.

We would encourage you to speak to whoever you feel most comfortable with – your doctor, a nurse, a receptionist or manager – but if you would prefer to give your feedback in writing, please send it to the Practice manager. You can also complete a FRIENDS AND FAMILY TEST feedback card and pop it in the dedicated box. Alternatively, if you would like acknowledgement of your complaint within 3 days you can complete a feedback form via our website.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

Alternatively you have the right to approach NHS England and raise your complaint directly with them:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel 0300 311 22 33
Email: England.contactus@nhs.net

or if still not satisfied, to the Parliamentary and Health Service Ombudsman (PHSO). The PHSO is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact them on 0345 015 4033 or www.ombudsman.org.uk or write to

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP