

Our Commitment to you

Beechwood Surgery aims to ensure you receive the highest quality health services.

We care about getting it right for you the first time and every time and welcome your comments, compliments, concerns and complaints.

We take you seriously, listen carefully and do everything we can to ensure you are satisfied with our services.

We are committed to feeding back patients' experiences to the team and learning from these.

All matters are dealt with in confidence. However, it may be necessary to share certain information with other parties in which case we will seek your permission in advance of this.

Any information relating to your complaints will be stored separately from your health care records. This will not impact on your health care.

We want to make sure that if you do complain you have a positive outcome.

Who can I talk to?

You can give feedback on your experience, either positive or negative, directly to our staff, or in writing in a letter or on a complaint form.

If you need advice or information regarding local NHS primary care services, you can contact the "Signposting for services" on 0300 003 2125.

If you have a concern, or are not satisfied with any aspect of your healthcare, you can complain either directly to the practice, or organisation that provided your care. We can give you contacts for hospital complaints departments

If you wish to complain about the practice you can contact NHS England on 0300 311 22 33, englandcontactus@nhs.net.

What will we do?

If you decide to complain to the practice, we will:-

- Try to reply to you within 3 working days to discuss and agree how you wish for your complaint to be handled
- discuss suitable timescales for our response to you
- provide you with a written response, including details of any actions we intend to take to improve our services

What will we do?

So we can get in touch, it would be helpful if you could provide us with a daytime telephone number when you first contact us.

It is easier for us to look into your concerns if they are brought to our attention as soon as possible after they occur. A complaint must be made within 12 months of the event to which it relates.

What about confidentiality?

If you are making a complaint on behalf of someone else, even a close relative, you should discuss this with them before contacting us, as it will be necessary for us to get their written consent to release their personal information.

Can I get help to raise my concerns?

Free, confidential and independent support is offered by the Independent Complaints Advocacy Service (ICAS). Their contact details are:-

POhWER ICAS
Ground Floor, 7 Lords Court
Cricketers Way
Basildon
Essex SS13 1SS
Helpline: 0845 456 1083

What if I am unhappy with your response?

We will try to resolve your concerns to your satisfaction.

However, if you feel our response has not achieved this, we will be happy to discuss this further with you.

If you are still unhappy with our response, you can ask The Parliamentary and Health Service Ombudsman to review your case. This is called Independent Review.

They can be contacted at:-

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

Helpline: 0345 015 4033

<http://www.ombudsman.org.uk>

Thank you for taking the time to read this leaflet.

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Basildon and Brentwood Clinical Commissioning Group

If you want advice or information about the services that the CCG commissions or wish to complain about commissioning, please contact the CCG.

01268 594551

Email: bbccg.complaints@nhs.net

**Patient Advice and Liaison Service
Or Signposting of information about
Primary Care services locally
0300 003 2125**

Outside of office hours a message can be left on the answer machine and someone will call you back as soon as possible.

BEECHWOOD SURGERY

This leaflet explains our

Complaints Procedure

We welcome your feedback and comments.