

**Address: Complaints, NHS Surrey and Sussex
Commissioning Support Unit, 36-38 Friars Walk,
Lewes, East Sussex, BN7 2PB**

Complaints about services provided by hospitals or community/mental health trusts should be sent to the individual trusts' Complaints Team directly. Contact details for each trust can be found on the NHS website: <http://www.nhs.uk>."

"ICAS is a free and independent service that can help you make a complaint about your National Health Service (NHS) care or treatment. The contact details are:

Telephone: 01273 229002

Website: <http://www.bh-impetus.org/>"

"If you are not happy with the response you receive, or the way your complaint was handled at the first stage, you can ask for an independent review of your case by the Parliamentary and Health Service Ombudsman (PHSO). The PHSO is independent of the NHS and they will decide if they are able to investigate your complaint. The PHSO can be contacted using the following details:

Email: phso.enquiries@ombudsman.org.uk

Telephone: 0345 015 4033

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

Address: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP".



**Preston Park Surgery
2a Florence Road, Brighton BN1 6DP
Tel: 01273 559601**

PRACTICE COMPLAINTS POLICY

We are very interested to know what you think about our services, and want you to have the chance to air your views.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working here, please do tell us.

We have in place a practice complaints procedure as part of the NHS system for dealing with complaints; and this system meets the national criteria.

How to complain

- We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in 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 –

because we can then find out what has happened more easily.

Complaints should be addressed to the Practice Manager, and handed into reception. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will then explain the procedure to you and make sure your concerns are dealt with promptly.

What we shall do

We do take every suggestion and complaint seriously, and each one is considered when we come to plan services or change the ways things are done.

We aim to have your complaint looked into immediately, at least within ten working days of the date 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 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.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know you have their permission to do so. A

note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

We 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 too to improve the way we do things.

For complaints about primary care including GP surgeries, that cannot be resolved locally with the practice, patients need to contact NHS England at:

Email: england.contactus@nhs.net

Telephone: 0300 311 22 33

Address: NHS England, PO BOX 16738, Redditch, B97 9PT”

“Complaints about the *commissioning of NHS services including the GP out of hours service, continuing healthcare, patient transport and funding for treatment not normally funded by the NHS* should be addressed to the NHS Surrey and Sussex Commissioning Support Unit Complaints team using the following contact details:

Email: sscsu.complaints@nhs.net

Telephone: 01273 574655 / 01273 574604