

## Complaints for other Healthcare Providers

### North Bristol Trust:

#### Cossham & Southmead Hospitals

Advice & Complaints Team (ACT)

Beaufort House,

Beaufort Way,

Southmead Hospital,

Bristol BS10 5NB

Tel: 0117 414 4568/9

Email: [complaints@nbt.nhs.uk](mailto:complaints@nbt.nhs.uk)

### University Hospitals Bristol:

Patient Support & Complaints Team

A201, Welcome Centre, Bristol Royal Infirmary,

Upper Maudlin Street,

Bristol. BS2 8HQ

Tel: 0117 342 1050

Email: [psct@uhbristol.nhs.uk](mailto:psct@uhbristol.nhs.uk)

### Dentists, Opticians, Pharmacists & GPs are commissioned by NHS England:

NHS England customer contact centre - 0300 311 2233

## Useful Contacts

You may also approach the following organisations for help or advice:

### Customer Services CCG (formerly PALS)

Bristol, North Somerset and S Glos CCG is responsible for commissioning hospital, mental health, community & maternity services. If you have a query or concern about these services you are welcome to contact Customer Services CCG. Customer Services provides confidential advice and support, guiding you through the different services available from the NHS.

### Customer Services CCG

Tel - Freephone 0800 0730907

Email- [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)

BNSSG Clinical Commissioning Group

South Plaza

Marlborough Street

Bristol

BS1 3NX

If you would like independent advice, please contact one of the following advocacy services;

**Bristol Residents**— The Care Forum

Tel - 0808 808 5252; [admin@thecareforum.org.uk](mailto:admin@thecareforum.org.uk)

**South Glos Residents**—SWAN Advocacy

Tel—03333 447928 [reception@swanadvocacy.org.uk](mailto:reception@swanadvocacy.org.uk)



## Complaints Procedure Listening to You

**Lodgeside Surgery**  
22 Lodgeside Avenue  
Kingswood  
Bristol  
BS15 1WW  
0117 9615666  
Practice / Complaints Manager -  
Kathryn Thompson

**St George Health Centre**  
Bellevue Road  
St George  
Bristol  
BS5 7PH  
0117 9612161  
Practice /Complaints Manager -  
Susan Fowler

**GP Partner responsible for  
complaints - Dr Pippa Stables**

## Making a Complaint

We endeavour to provide a friendly and relaxed atmosphere with high standards of clinical care. Comments and complaints can be useful in helping to do this.

If you have a complaint or concern about the service you have received from the doctors or any of the staff working at either of our practices, please let us know.

We hope that most problems can be sorted out quickly and easily, often at the time they arise. If you would prefer to speak to a Manager about your concern, do let reception know. We have a Practice Manager at both practices, who will be pleased to help.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, we would like you to let us know as soon as possible to enable us to establish what happened more easily; in any event, this should be:

- Within 12 months of the incident
- or within 12 months of you discovering that you have a problem

State your case clearly giving as much detail as you can. Written complaints can be forwarded to either of our surgery premises.

### Practice Complaints Manager Lodgeside

Kathryn Thompson (Practice Manager)

### Practice Complaints Manager St George

Susan Fowler (Practice Manager)

**GP Practice Partner responsible for complaints** - Dr Pippa Stables

## What we Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 5 working days and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. 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, a final response will be sent to you.

We hope that if you have a problem, you will use our practice complaints procedure in the first instance. We believe this will give us the best chance of putting right whatever has gone wrong and provide an opportunity to improve our practice. This does not however affect your right to approach other organisations if you feel you would like assistance.

Doctors surgeries are commissioned by NHS England, you can contact NHS England direct via their customer contact centre on 0300 311 2233.

**If you are dissatisfied with the outcome of your complaint**, you have the right to approach:

### The Parliamentary and Health Service Ombudsman

The contact details are:

**Tel: 0345 015 4033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

## Confidentiality & Complaining on Behalf of Someone Else

### CONFIDENTIALITY

Any personal data and information collected in relation to your concern or complaint is treated in confidence and only made available to people who are involved in the investigation.

Information about the nature of the complaint is used to monitor the quality of care and may be followed up with the professionals concerned where problems are identified.

### 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.

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.

Where the patient is a **child**, the complaint can be made from the following representation:

- either parent, or in the absence of both parents, the guardian or other adult who has care of the child;
- a person duly authorised by a local authority to whose care the child has been committed under the provisions of the Children Act 1989
- a person duly authorised by a voluntary organisation by which the child is being accommodated