

OUR COMPLAINTS PROCESS

Listening to you



Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint.

If you would prefer to speak to a Manager about your concern, do let reception know. We have a Practice Manager at both sites, who will be pleased to help.

A complaint can be made verbally or in writing. Additionally you can complain via fireclayhealth@nhs.net

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint; they will contact us on your behalf:

Tel: 0117 900 2655 or 0800 073 0907

Email: bnssg.customerservice@nhs.net

Write to:

Customer Services Team
NHS Bristol, North Somerset and South Gloucestershire ICB
Floor 2, North Wing, 100 Temple Street, Bristol
BS1 6AG.

Or complete form on website
<https://bnssg.icb.nhs.uk/contact-us/>

Lodgeside Surgery
22 Lodgeside Avenue
Kingswood
Bristol
BS15 1WW
0117 9615666

St George Health Centre
Bellevue Road
St George
Bristol
BS5 7PH
0117 9612161

Practice Complaints Managers:
Melinda Hartman
Kathryn Thompson
Email: fireclayhealth@nhs.net

GP Partner responsible for complaints:
Dr Sivaloganathan

ADVOCACY SUPPORT & FURTHER ACTION

Advocacy Support

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

Healthwatch Bristol–0117 2033594

POhWER support centre can be contacted via 0300 456 2370

Advocacy People gives advocacy support on 0330 440 9000

Further Action

If you are dissatisfied with the outcome of your complaint from this organisation you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Citygate, Mosley Street, Manchester
M2 3HQ

Tel: 0345 015 4033

www.ombudsman.org.uk

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 or you can email to fireclayhealth@nhs.net

Practice Complaints Managers

Melinda Hartman (Practice Manager)

Kathryn Thompson (Practice Manager)

GP Practice Partner responsible for complaints -

Dr Sivaloganathan

WHAT WE DO NEXT

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days and aim to have looked into the matter as soon as possible and no longer than 35 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.

CONFIDENTIALITY & COMPLAINING ON BEHALF OF SOMEONE ELSE

CONFIDENTIALITY

Fireclay Health will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare records.

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

When a child is aged 13 or over we need the child's consent to manage and respond to the complaint.