

## What we shall do

The Complaints Manager will discuss with you how you would like your complaint resolved and how long this might take. The person who investigates your complaint may need to talk to other staff and look at your medical records. They will be careful to ensure that any information about you is kept confidential. Your complaint will not be recorded in your medical records.

We will acknowledge your complaint and how we have agreed to resolve it within 3 working days. We will keep you informed of progress; letting you know of any delays in resolving your complaint. We will usually advise you of the outcome by letter, however we are also happy to meet with you. We will let you know the outcome of the investigation and of action taken as a result. If you are unhappy with any aspect of how we have handled your complaint, we would prefer you to tell us. This means that we can discuss if there are any other ways of locally resolving your concerns.

If preferred, you may wish to copy your complaint to NHS England, who will be happy to monitor how we handle your complaint. You may also contact them direct and they will forward your complaint to us.

## USEFUL CONTACTS

GP Practice Complaints Managers  
Stephanie Jones or Lynette Westlake (General  
Complaints)  
Dr John Whitehouse (Clinical Complaints)  
Bodriggy Health Centre  
Hayle  
TR27 4PB  
Tel. 01736 753136  
Email. [enquiries.bodriggy@nhs.net](mailto:enquiries.bodriggy@nhs.net)  
Website. [www.bodriggysurgery.co.uk](http://www.bodriggysurgery.co.uk)

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
Tel. 0300 311 22 33  
Email. [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

The Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel. 0345 015 4033  
Email. [Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)

SeAP Independent Advocacy Service  
0300 343 5706  
Email. [info@advocacyincornwall.org.uk](mailto:info@advocacyincornwall.org.uk)  
Website. [www.seap.org.uk](http://www.seap.org.uk)  
Text. 80800 keyword SEAP




# Bodriggy Health Centre

## How To Complain



***Bodriggy Health Centre  
60 Queensway  
Hayle  
Cornwall  
TR27 4PB  
Tel: 01736 753136  
Fax: 01736753467***



Bodriggy Health Centre welcomes comments, compliments, concerns and complaints.

We always aim to provide the best care we can. However, we know that sometimes things can go wrong. When this happens we believe that it is often most effective to sort problems out quickly and informally. Please talk to any member of staff if you have a problem or concern.

If you need impartial help or advice in resolving a problem the

**Independent Health Complaints Advocacy Service (SeAP Cornwall)** can help you.

The **NHS Complaints Procedure** is a more formal way of resolving a concern. We want to assure people that they can make a complaint without fear of their care being affected. We believe it is important to understand why things go wrong so that we can prevent such things happening again.

### **How to complain**

There are two stages to the Complaints Procedure. The first stage is called

**Local Resolution.** This is where we work with you to resolve your complaint. If after this, you feel your complaint to be still unresolved you can progress to the second stage by approaching the Parliamentary and Health Service Ombudsman to request an **Independent Review.**

If you want to make a formal complaint, please contact the Complaints Manager, Stephanie Jones or Lynette Westlake (for general complaints) or Dr John Whitehouse (for clinical complaints). You can do this in writing, by 'phone, by email or in person.

**SEAP Independent Advocacy Service** can help you make a complaint if you wish. An advocate is independent from the practice and, with your consent, will liaise with the practice on your behalf to help resolve your complaint.

Please try to make your complaint as soon as possible. There are time limits; normally twelve months after the event you are complaining about (or became aware of the matter for complaint). However, there are exceptions to this and we will always try to help as much as we can.

### **Making a complaint on behalf of someone else**

Due to the Data Protection Act, if you are making a complaint on behalf of another person, we may need to ask that person's consent before investigating the complaint.

### ***Help us get it right***

*We constantly try to improve the service we offer.*

*Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.*

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