

Warmdene Surgery

Comments, complaints and suggestions.

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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 this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Reception Manager will be pleased to deal with any verbal complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to The Reception Manager, Mrs G Newton.

In writing – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager, Mrs S Harries, as soon as possible. You can either complete one of our comments forms, available at reception, or write directly to the Practice Manager.

We will acknowledge receipt of your complaint within 2 working days and aim to respond within 20 working days.

What you can do next

We hope that if you have a problem you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach NHS Brighton & Hove if you feel you cannot raise your complaint with us ***or*** you are dissatisfied with the way we are dealing with your complaint. The Patient Advice and Liaison Service based at NHS Brighton & Hove provide confidential advice and support, helping you to sort out any concerns you may have about the care

we provide, guiding you through the different services available from the NHS

Telephone 0800 013 0251 between 10am-4pm Mon-Fri

If you are dissatisfied with the outcome of your complaint you should contact:-

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33

Email: england.contactus@nhs.net

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 by completing one of our comments forms, available at reception.

Comments, Complaints & Suggestions

Warmdene Surgery
County Oak Medical Centre
Carden Hill
Brighton
BN1 8DD

Tel 01273 508811