



THE BRUNSTON AND LYDBROOK PRACTICE COMPLAINTS PROCEDURE
A PATIENT'S GUIDE TO MAKING A COMPLAINT

The Brunston and Lydbrook Practice aims to provide an efficient and caring service, however if you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please speak to the Practice Manager, Mrs Sheila Booth. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

We hope that, if you have a problem, you will use this procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach NHS England National Call Centre.

Write to: The Complaints Manager, NHS England, PO Box 16738, Redditch. BP7 9PT.

Email: england.contactus@nhs.net.

Tel: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

You also have the right to complain to the Local Government Ombudsman details shown below:

Local Government Ombudsman

For advice on making a complaint, or to make a complaint over the telephone, please call the Local Government Ombudsman Advice Team on Tel: **0300 061 0614** or **0845 602 1983**. Or **write to: PO Box 4771, Coventry, CV4 0EH. Fax: 024 7682 0001**, You can also make an enquiry by **email to: advice@lgo.org.uk**

If you have any complaints regarding the Out of Hours Service, please contact:

The Complaints Department

Gloucestershire PCT

Edward Jenner Court

1010 Pioneer Avenue

Gloucester Business Park

Brockworth

Gloucester

GL3 4AW

Tel No: 0845 659 8148

Formal complaints

A formal complaint is made either by telephone, in person or in writing to the Practice Manager, Brunston and Lydbrook Practice. All such complaints are to be processed immediately by the Practice Manager or a GP.

Guidelines on how complaints will be handled

You will be encouraged to come to the surgery in order to discuss your complaint.

The person dealing with the complaint will listen to your complaint and obtain full details and establish the way in which you would like the complaints to be handled.

The case will then be discussed with those members of the practice who are involved. The matter will then be discussed again with you and, if you wish, a meeting between the practice and the practice members involved may be arranged.

The practice will keep a register of each formal complaint, detailing the nature of the complaint, date received and the outcome. If the investigation takes longer than one week, the Practice Manager will keep you informed of the progress.

Complaints will not be handled at the reception desk. Any patients complaining or becoming abusive will be directed to the Practice Manager or GP.

We welcome any suggestions or comments on the service we provide. Please feel free to write down your remarks and put them into the suggestion box in the waiting room, or speak to the receptionist.