

You may also approach the Patient Advice and Liaison Service (PALS) for help or advice; - PALS 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. You can contact them on:

**Patient Advice and Liaison Service
Eastbourne District General Hospital**

Kings Drive,
Eastbourne,
East Sussex, BN21 2UD.

Telephone: (01323) 435886.

Email: esh-tr.pals@nhs.net

PARK PRACTICE

PRACTICE COMPLAINTS PROCEDURE

**Drs Writer, Thomas, Harvey, Price, D'Abbraccio, Romain
and Stevens
Mrs K Flynn – Practice Manager**

**Park Practice
Eastbourne Park Primary Care Centre
Broadwater Way
Eastbourne
BN22 9PQ**

**Telephone No:
01323 502200**

PRACTICE COMPLAINTS PROCEDURE

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 let us know. We operate a Practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Our Patient Services Manager – Sue or her colleague Debbie, are available to assist with any issues that may arise. If the 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 the 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 the details of your complaint:-

- within 12 months of the incident that caused the problem.

Complaints should be addressed to the Practice Manager, or to any of our doctors. Alternatively you may ask for an appointment with any of the above in order to discuss your concerns. At such a meeting the complaints procedure will be explained to you and you will be reassured that your complaint will be dealt with promptly.

WHAT WILL HAPPEN NEXT

Your complaint will be acknowledged in writing within three working days and we aim to have looked into your complaint within *twenty five working days of the date when you raised it with us and make a full written response. As part of our complaints procedure, we may offer a meeting with the people involved.

*This may vary depending on the complexity of the matter. Up to 6 months is allowed for very complex cases.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would like this;
- make sure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem doesn't happen again.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the persons concerned will be needed, unless they are incapacitated (because of illness) and are unable to provide this.

FURTHER ACTION

We hope that, if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you are dissatisfied with the result of our investigation, you should contact:

If you are Dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk