

## Practice complaints leaflet (website)

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We try to provide a high standard of service and deal swiftly with any problem that may occur. 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 the 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. 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 the most a few weeks - because this will enable us to establish what happened more easily. Patients who wish to complain about their GP practice may complain either to the Practice or to NHS England, though not both.

- Complaints should normally be made within 12 months of the date of the event that you are complaining about, or as soon as the matter first came to your attention.
- Complaints directly to the practice should be made in writing or verbally (while complaints can be made verbally, it is usually more effective to document your complaint in your own words and reflect on what has happened and what you would like to happen next) to the Patient Feedback Lead. By post to The De Parys Group, 23 De Parys Avenue, Bedford, MK40 2TX, or by e-mail to [blmkicb.deparysqandg@nhs.net](mailto:blmkicb.deparysqandg@nhs.net)
- We aim to acknowledge your complaint within 3 working days. A full response will be provided within 28 days, if the investigation takes longer than anticipated we will update you.
- Complaints to NHS England should be made as follows:

**By Post:** NHS England, PO Box 16738, Redditch, B97 9PT

**By email:** [England.contactus@nhs.net](mailto:England.contactus@nhs.net) with 'For the attention of the complaints manager' in the subject line.

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

If you are not happy with the final response you receive from the practice or NHS England, you may contact the **Parliamentary & Health Service Ombudsman** and ask them to review your complaint. Parliamentary and Health Service Ombudsman, is completely independent of the NHS and government. Contact them on 0345 015 4033. The Ombudsman service

have made changes to their service and how they handle NHS complaints, their website provides information on what to do, what they can and can't help with, and how to complain: <https://www.ombudsman.org.uk/making-complaint>

If you feel that you need support to make your complaint, free, independent and confidential support is available from: POhWER - NHS Complaints Advocacy

**Telephone:** 0300 456 2370.

**Email:** [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**Website:** [www.pohwer.net](http://www.pohwer.net)

### **Complaining on behalf of someone else**

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

### **Complaints about other health care providers or commissioning decisions**

Complaints about other health care are to be made direct to that service provider

If you are registered with a Bedfordshire, Luton or Milton Keynes GP practice, you can complain to the ICB directly about:

- commissioning decisions, for example if we have stopped or replaced a service in your area;
- the process for [Individual Funding Requests](#) (IFR); or
- the process for [Continuing Healthcare](#).

Bedfordshire, Luton and Milton Keynes ICB (BLMK ICB)

**Email:** [blmkicb.contactus@nhs.net](mailto:blmkicb.contactus@nhs.net)

**Telephone:** 0800 148 8890

**Website:** <https://bedfordshirelutonandmiltonkeynes.icb.nhs.uk/contact-us/complaints-and-concerns/>