

**BROSELEY MEDICAL  
PRACTICE Bridgnorth Road  
Broseley Shropshire TF12 5EL  
01952 882854**

## **Complaints Procedure**



### **Making a Complaint**

Our aim is to provide the highest level of care for all our patients. We would like to hear from you if you think there is any way we can improve our services.

Most problems can be sorted out quickly and easily with the person concerned, often at the time they arise, and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, giving as much detail as you can, as this helps us to establish what happened more easily. Please let us know in one of 2 ways

- In Person – ask to speak to Practice Manager
- In Writing – some complaints may be easier to explain in writing. Please give as much information as possible.

**Send your written complaint to:**

Mrs Nina Wakenell, Broseley Medical Practice,  
Broseley,

TF12 5EL

You may also contact Patient Services Team / Patient Advice and Liaison Service (PALS) there contact details are: 0800 030 4563

Email: [stcsu.patientservices@nhs.net](mailto:stcsu.patientservices@nhs.net)

You can also contact NHS England to raise concerns regarding primary care services on 0300 311 2233 or [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## **What We Do Next**

We aim to settle complaints as soon as possible.

You will receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint, we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you wish to do so.

The practice Complaints Manager is:

Mrs Nina Wakenell

## **Complaining on Behalf of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Where the patient is incapable of providing consent due to illness, accident or mental capacity, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances that prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond directly with the patient.

## **If you are dissatisfied with the outcome**

You have the right to approach the  
Parliamentary & Health Service Ombudsman.

Their contact details are:

**The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**30 Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

**Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**<http://www.ombudsman.org.uk/make-a-complaint> (to complain online or download a paper form).**

The local Healthwatch can be found at:

**<http://www.healthwatch.co.uk/>**

The IHCA is able to be contacted at:

**<http://www.seap.org.uk/services/nhs-complaints-advocacy/>**