

The Medical Centre
10 Richmond Road,
Pevensey Bay,
East Sussex BN24 6AQ

Stone Cross Surgery
Mimram Road
Stone Cross, Pevensey
East Sussex BN24 5DZ
Telephone 01323 761461

Westham Medical Centre
Church Bailey, Montague Way,
Westham, Pevensey,
East Sussex BN24 5NQ

Please direct all correspondence to the
above Stone Cross address

PRACTICE PROCEDURE

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors, or any member of 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 the 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 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 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

Complaints should be addressed to either:

Stone Cross Surgery - Address as above, Ms Backler (Practice Manager), or any of the doctors. Alternatively, you may ask for an appointment with Ms Backler in order to discuss your concerns, she will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

If you need an interpreter or translator please ask at reception.

Or:

NHS England at:

Email england.contactus@nhs.net
Telephone: 0300 311 22 33
Address: NHS England
PO BOX 16738
Redditch
B97 9PT

Or:

Independent Complaints Advocacy Service (ICAS)

Tel: 0845 600 8616

Or:

Health Care Ombudsman -

If you need to make a complaint about a UK government department, or one of its agencies or the NHS in England.

Ring our complaints Helpline 0345 015 4033

Or email phso.enquiries@ombudsman.org.uk

Or fax us on 0300 061 4000

The Helpline is open 8:30am to 5:30pm Monday to Friday.

Or write to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

WHAT WE SHALL DO IF YOU COMPLAIN TO US

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within *25 days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

*This does depending on complexity of the case, and 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 the medical 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 person concerned will be needed, unless they are incapable (because of illness) of providing this.

Review 1 year.

Reviewed 05.10.2022

Reviewed 01.03.2021

Reviewed 20.02.2020

Reviewed 15.01.2019