

Alternatively, you can complain directly to
NHS England:

NHS England
PO Box 16738
Redditch
B97 9PT

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

Email: england.contactus@nhs.net

Please state: 'For the attention of the
complaints manager' in the subject line.

If you are not satisfied with the way your
complaint has been handled, you can
refer it to the **Parliamentary and Health
Ombudsman Service**, who is
independent of the NHS and government.

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033

Email: publications@ombudsman.org.uk

Dr J Gilbert
Dr M-C Hamling
Dr B Ezobi
Dr D Lashbrook
Dr R Elton
Dr M Jessop
Dr C Quiggin
Dr S Bell-Syer

Fairfield Park Health Centre

Tynning Lane,
Camden Road,
Bath
BA1 6EA

Telephone 01225 331616

Email: bswccg.fairfieldpark@nhs.net

Website: fairfieldparkhc.co.uk



COMPLAINTS PROCEDURE

Please let us know if you have any
communication or access needs such as
large print leaflets, BSL interpreters,
leaflets in other languages, level access.
Translation is available for most of our
information on our website
<http://www.fairfieldparkhc.co.uk/>

Making a complaint can be daunting, but
help is available.



Patient Advice and Liaison Service

PALs offer confidential advice, support and information on health-related matters to patients, their families and their carers.

Freephone: 0800 389 7671

Telephone: 0300 200 8844

Email: scwcsu.palscomplaints@nhs.net

NHS Complaints Advocacy Service

Helpline: 0300 330 5454

Textphone: 0786 002 2939

Email: nhscomplaints@voiceability.org

Citizens Advice Bureau

Your local Citizens Advice Bureau can provide advice and support if you want to complain about the NHS, social services or local authorities.

One Stop Shop

Manvers Street

BATH

Somerset

BA1 1JQ

Tel: 0344 848 7919

Web:

<https://www.citizensadvicebanes.org.uk/>

Our aim is to provide you with the highest possible standard of service and we try to deal swiftly with any problems that may occur. To help us achieve this we have a Practice Complaints Procedure to deal with comments, suggestions and complaints about the services we provide.

We always try to give you the best service possible, but there may be times when

you feel this has not happened. Set out below is what you should do if you have a complaint about the services we provide for you.

Our Practice procedure can only deal with complaints against members of the Practice, it cannot deal with complaints against the NHS or local authorities and their staff, nor is it able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that you feel have been made.

If you use this procedure it will not affect your right to complain to The Care Quality Commission (CQC) if you wish. Please note that we have a duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person.

If you wish to make a complaint, please telephone or write to our Practice Management Team at:

Fairfield Park Health Centre

Tyning Lane

Bath

BA1 6EA

Telephone: 01225 331616.

The Duty Manager will take full details of your complaint and explain what action will be taken.

We think that it is important to deal with complaints swiftly so we will normally acknowledge a complaint in 3 working days and seek to resolve your complaint within 30 working days. Occasionally, if we have to make a lot of enquiries, it might take a little longer, but we will keep you informed.

If you wish to discuss your complaint in person, the Manager will arrange a convenient time for you to come to the Practice for a formal meeting. The Manager may ask another member of the Practice staff, e.g. a Doctor, to attend this meeting. If your complaint is about a specific member of staff, that member of staff will not attend this meeting. You may bring a friend or relative with you to the meeting.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that we will be able to resolve any complaint amicably.