

## LET THE PRACTICE KNOW YOUR VIEWS – THEY ARE IMPORTANT TO US

Beechfield Medical Centre is always looking for ways to improve the services it offers to patients. To do this effectively, the Practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the Practice continue to build and improve upon the service it offers.

### **COMPLIMENTS, COMMENTS & COMPLAINTS FORM**

Patient Name:	DOB:
Correspondent Name: <i>(If different from above)</i>	
Relationship to patient:	Consent provided? Yes / No
Patient Address:	
Correspondent Address: <i>(If different from above)</i>	
Contact telephone number:	
Date of submission:	
Date of incident:	
<i>Please give as much detail as possible below – including times and dates, names or roles of individuals concerned and a desired outcome if you have one.</i>	
<i>Please continue on a separate sheet if necessary.</i>	
Signed:	Date:

### Beechfield Medical Centre

We aim to provide high-quality care at all times. If you are unhappy with any aspect of the service you have received, please let us know. Your feedback helps us improve.

#### **Our Commitment to You**

- Making a complaint will not affect your care or treatment in any way
- We take complaints seriously and handle them fairly, openly, and confidentially
- We follow the NHS Complaints Procedure
- We are committed to the Duty of Candour – being open, honest, and learning from mistakes

#### **How to Raise a Concern or Complaint**

##### **Step 1 – Informal resolution**

If you feel able to, you may speak to the staff member involved or a member of the management team. Many concerns can be resolved quickly at this stage.

👉 *You do not have to raise your concern informally if you would prefer not to.*

##### **Step 2 – Making a formal complaint**

You can make a complaint verbally or in writing.

Please contact:

Practice Manager  
Beechfield Medical Centre  
Beechfield Gardens  
Spalding  
PE11 1UN

#### **Time Limits**

Please submit your complaint:

- Within 6 months of the incident, or
- Within 6 months of becoming aware of the issue  
(provided this is no later than 12 months after the incident)

#### **What Happens Next**

- We will acknowledge your complaint within 3 working days
- We will respond within a reasonable timescale
- We will:
  - Look into what happened
  - Provide an apology where appropriate
  - Explain what we have learned and what we will do to prevent it happening again


#### **Complaints Made on Behalf of Someone Else**

If you are complaining for another person, we will need their written consent, unless they are unable to provide this due to illness or incapacity.

#### **Complaining to an External Organisation**

You may choose to complain directly to an external organisation instead of the Practice.

#### **NHS England**


 0300 311 2233

 [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

(Please include “For the attention of the Complaints Team”)

### **NHS Lincolnshire Integrated Care Board (ICB)**


 01522 573939

 HQ Bridge House, The Point, Lions Way, Sleaford, NG34 8GG

### **Independent Advocacy Support**

You can get free, confidential support to help you make a complaint.

VoiceAbility


 0300 303 1660

 [helpline@voiceability.org](mailto:helpline@voiceability.org)

 [www.voiceability.org](http://www.voiceability.org)

### **Care Quality Commission (CQC)**

The CQC monitors healthcare services.

 03000 616161


 [www.cqc.org.uk](http://www.cqc.org.uk)

*The CQC cannot investigate individual complaints, but welcomes information about concerns to help them regulate services.*

### **If You Remain Unhappy**

If you are dissatisfied with the final response, you can contact:

Parliamentary and Health Service Ombudsman (PHSO)

 0345 015 4033

 Millbank Tower, Millbank, London, SW1P 4QP

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

Thank you for helping us improve our service