

Hanham Health – Complaints and Feedback Procedure

At Hanham Health we aim to offer the best possible treatment and care at all times. However we recognise that things can go wrong on occasion. You can help us improve the quality of our service by making constructive comments and suggestions.

If you are unhappy with the treatment or service you have received from Hanham Health, you are entitled to make a complaint, have it considered, and receive a response from our organisation and / or the primary care practitioner concerned.

The NHS complaints procedure covers complaints made by a person about any matter connected with the provision of NHS services by NHS organisations or Primary Care Practitioners (GPs, Dentists, Opticians, and Pharmacists).

Who can complain?

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions of an NHS organisation, or primary care practitioner (such as a GP or Dentist).

In certain circumstances, a complaint can be made by someone acting on behalf of a patient. For instance, if the patient is a child, is unable to make the complaint themselves because of physical or mental incapacity, has died, or has requested that someone else act on their behalf, a representative can complain on their behalf.

What is the time limit for making a complaint?

You, or your representative, should complain within 12 months of the event(s) concerned, or within 12 months of becoming aware that you have something to complain about. Primary care practitioners have discretion to waive this time limit if there are good reasons to do so.

To whom should I complain initially?

The first stage of the NHS complaints procedure is 'Local Resolution'. Your complaint should be made to the Customer Service Manager. This can be done by email (sgccg.l81079.enquiries@nhs.net), marked for The Customer Service Manager's attention, or by post. Full contact details are on the Practice website, www.hanhamhealth.co.uk.

You can also use one of our feedback forms, or give your complaint by telephone. Please note, however, that we would normally ask for complaints which are passed to us verbally to be followed up in writing (this can be an email).

Local Resolution aims to resolve complaints quickly and as close to the source of the complaint as possible, using the most appropriate means.

You can, of course, raise concerns immediately by speaking to a member of staff (e.g. a GP, nurse, receptionist, etc.)
They may be able to resolve your concerns without the need to make a formal complaint.

You will receive a written and /or verbal response to your complaint within 3 working days, and this will be documented. We cannot guarantee that your complaint will be dealt with fully during these 3 days, but receipt of the complaint, and any initial findings, will be passed to you. We allocate a serial number to each complaint. All complaints are dealt with confidentially. You will be informed of the timescales involved throughout the complaints process.

Upon completion of the complaint investigation, you will receive a written response. On occasion, it may be possible to resolve complaints over the telephone. In these cases, an appropriate note will be made on the complaint file. We also record many of the telephone calls made to and from the practice and will retrieve digital recordings of conversations where possible.

Making complaints or raising concerns about NHS services in South Gloucestershire

Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCG) and NHS England have responsibility for commissioning (planning and paying for) the healthcare of the local population. This means that depending on which service you are unhappy with, there are different organisations to complain to.

- NHS England has responsibility for **primary care** in South Gloucestershire. This includes GP practices, dental practices, opticians and pharmacies. If you have a complaint or concerns about a GP practice, dental practice, optometry practice (optician) or pharmacy, you need either to contact the individual practice for local resolution, or the NHS England Customer Contact Centre. Contact details are as follows:
 - Post: NHS England, PO Box 16738, Redditch, B97 9PT
 - Telephone: 0300 311 22 33
 - Email: england.contactus@nhs.net
- The Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCG) has responsibility for commissioning **hospital, mental health, community, ambulance and GP out of hours services**. Patients with a formal complaint about these services¹, or about the performance of the individual service provider (such as a specific hospital), can contact the Customer Service team (formerly known as PALS). Contact details are as follows:
 - Post: BNSSG Clinical Commissioning Group, South Plaza, Marlborough Street, Bristol, BS1 3NX
 - Telephone: Freephone 0800 0730907
 - Email: bnssg.customerservice@nhs.net
- In all instances, the **second stage** of the NHS complaints process remains to ask the Parliamentary and Health Service Ombudsman to review the complaint. The Ombudsman will not investigate complaints if these have not been made to either the service provider (GP, hospital, mental health trust etc) or the commissioner (South Gloucestershire CCG) first.
- The Health Service Ombudsman is an independent body established to provide a free service to the public by undertaking independent investigations into complaints that public bodies, including the NHS in England, have not acted properly or fairly, or have provided a poor service. The Health Service Ombudsman's contact details are as follows:
 - Post: The Parliamentary & Health Service Ombudsman
Millbank Tower, Millbank, London SW1P 4QP
 - Telephone: on 0345 015 4033
 - E-mail: phso.enquiries@ombudsman.org.uk
 - Website: www.ombudsman.org.uk/make-a-complaint

¹ Including the **decision-making processes** used by South Gloucestershire CCG or the **outcomes of decisions** made by the CCG.

Useful contact information

North Bristol NHS Trust

Cossham and Southmead Hospitals

- Advice & Complaints Team (ACT), Beaufort House, Beaufort Way, Southmead Hospital, Southmead, Bristol BS10 5NB
- Telephone: 0117 414 4569
- Telephone: 0117 414 4568
- Telephone: 0117 414 4571
- Fax: 0117 414 4572
- Email: complaints@nbt.nhs.uk

University Hospitals Bristol NHS Foundation Trust

Bristol Eye Hospital, Bristol Royal Infirmary, Bristol Dental Hospital, Bristol Royal Hospital for Children, St Michael's Hospital, Bristol Haematology and Oncology Centre, Bristol Heart Institute, South Bristol Community Hospital, Bristol Homeopathic Hospital, Bristol Sexual Health Centre:

- Robert Woolley, Chief Executive, University Hospitals Bristol, Trust HQ, Upper Maudlin Street, Bristol, BS1 3NU
- Telephone: 0117 342 1050
- Email: psct@uhbristol.nhs.uk
- Drop-in service where a person can call into the office and speak in person to one of the team. This service is available from 9:00am until 4:00pm Monday to Thursday and from 9:00am until 3:30pm on Fridays.

AWP Mental Health Services

- PALS Office, Avon and Wiltshire Mental Health Partnership NHS Trust, Jenner House, Langley Park, Chippenham, SN15 1GG
- Telephone: 01249 468261
- Freephone: 0800 073 1778
- Fax: 01249 468266
- Email: awp.pals@nhs.net

Sirona Care and Health

- Kempthorne House, St. Martin's Hospital, Clara Cross Ln, Bath BA2 5RP
- Telephone: 01225 831401
- Email: customercare@sirona-cic.org.uk

A copy of the BNSSG CCG Customer Service leaflet is available on our website, www.hanhamhealth.co.uk or up on request with our Reception Team.