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

You have the right to approach the Ombudsman. The contact details are:

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

Tel: 0345 0154033  
Textphone (Minocom): 0300 061 4298

Or visit the 'Making a complaint page' at

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

You may also approach PALS for help or advice:

The Patient Advice and Liaison Service (PALS) are based at local hospitals, they provide confidential advice and support helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Local PALS:

Royal Stoke PALS: 01782 676450

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**CONTACTING THE CARE  
QUALITY COMMISSION**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, visit the following website:  
<http://www.cqc.org.uk>

Or

Write to: CQC National Customer Service  
Centre, Citygate, Gallowgated, NE1 4PA

**BREWOD MEDICAL PRACTICE**

Brewod Medical Practice  
Kiddemore Green Road  
Brewod  
Staffordshire  
ST19 9BQ

Tel: 01902 851475  
Website: [www.brewoodsurgery.nhs.uk](http://www.brewoodsurgery.nhs.uk)  
Email: [brewoodsurgery@nhs.net](mailto:brewoodsurgery@nhs.net)

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**Complaints  
Procedure**



**Also see separate Patient Complaint Form  
available at reception**

**Tel: 01902 851475**

## Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned 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, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident, or within 12 months of you discovering that you have a problem, giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint and this includes a third party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Send your written complaint either by post to:

### **Complaints Coordinator**

Brewood Medical Practice, Kiddemore Green  
Road, Brewood, Staffordshire, ST19 9BQ

Or email to :

brewoodsurgery@nhs.net

## What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 28 working days. You may then 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 would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where the complaint involves more than one organization (e.g. Social Services) we will liaise with that organization so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organization, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

## 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.

Please ask at reception for the Patient Complaint Form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which 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 direct with the patient or may be able to deal direct with the third party and this depends on the wording of the authority provided.