

What about confidentiality?

If you are making a complaint on behalf of someone else, even a close relative, you should discuss this with them before contacting us, as it will be necessary for us to get their written consent to release their personal information.

Can I get help to raise my concerns? And what if I am unhappy with your response?

Free, confidential and independent support is offered by the Independent Complaints Advocacy Service (ICAS)- *Please see below contact details.* We will try to resolve your concerns to your satisfaction . However, if you feel our response has not achieved this, we will be happy to discuss this further with you.

If you are still unhappy with our response, you can ask The Parliamentary and Health Service Ombudsman to review your case. This is called Independent Review— *Please see below contact details.*

Thank you for taking the time to read this leaflet. We welcome your feedback, comments & complaints.

POhWER ICAS
PO Box 14043,
Birmingham,
B6 9BL

Helpline: 0300 456 2365

Email: pohwer@pohwer.ne

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P
Helpline: 0345 015 4033
<http://www.ombudsman.org.uk>

Blandford Medical Centre



Listening Responding Improving

We are committed to learning from your experience



Contact details:

Caroline Jones (Practice Manager)

Blandford Medical Centre

Mace Avenue

Braintree

Essex, CM7 2AE.

Telephone: 01376 347 100

Website: www.blandfordmedicalcentre.co.uk

Our Commitment to you

Our aim is to ensure you receive the highest quality of health services. We care about getting it right for you the first time and every time .

We welcome your comments, compliments, concerns and complaints.

We take you seriously, listen carefully and do everything we can to ensure you are satisfied with our services.

We are committed to feeding back patients' experiences to staff & learning from these.

All matters are dealt with in confidence. However, it may be necessary to share certain information with other parties in which case we will seek your consent in advance of this.

Information relating to your concerns will be stored securely away from your health care records. This will not impact on your health care and will not be used to discriminate against you.

We know it is not easy to complain and we want to make sure that when you do, you have a positive experience.

Who can I talk to?

You can give feedback on your experience, either positive or negative, by using the contact details on the front of this leaflet or completing a Friends and Family slip. If you need advice or information regarding local NHS services, you can contact NHS England Complaints on
Tel: 0300 311 22 33 (Monday to Friday 8am—6pm)

If you have a concern, or are not satisfied with any aspect of your healthcare, you can complain either directly to the Practice Manger, or to the NHS England who commission our services.

If you decide to complain to NHS England, they will:-

- Contact you within 3 working days to discuss and agree how you wish for your complaint to be handled
- Agree specific areas of concern
- Discuss suitable timescales for the practice to provide a response
- Keep you informed throughout the process
- Provide you with a written response, including details of actions the practice may need to take to improve our services

In order that we can do this, it would be helpful if you could provide us much information as possible including the contact numbers you used at the point of first contact. Having this information will make it is easier for us review your concerns and respond.