In the unlikely event that you remain dissatisfied with the conclusion of your complaint, you have the right to contact the **Care Quality Commission** (CQC) and request a review of your complaint.

CQC is the independent regulator for all Health and Social Care services in England, whether they are provided by the NHS, local authorities, private companies or voluntary organisations.

Telephone: 03000 616161

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

If you are still dissatisfied following the outcome of the CQC review, you can request the **Parliamentary & Health Service Ombudsman** to investigate your case. The Ombudsman is completely independent of the NHS, Government and private provider companies. The Ombudsman is not obliged to investigate every complaint and, in general, will not take up a complaint which has not first been through the above procedures.

The Health Service Ombudsman for England, 11th Floor, Millbank Tower, London, SW1P 4QP

Tel: 0345 015 4033

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

**Princes Park Health Centre**

**Wartling Road, Eastbourne, BN22 7PG**

**Phone: 01323 744644**

**Fax: 01323 736094**

[www.**princesparkhealthcentre**.co.uk](http://www.princesparkhealthcentre.co.uk)

Eastbourne Healthcare Partnership

Horder Healthcare, Wartling Road, Eastbourne, BN22 7PF

Phone: 01323 434101

Fax: 01323 434123

[www.eastbournehpl.co.uk](http://www.eastbournehpl.co.uk)

**Princes Park Health Centre &**

**Eastbourne Healthcare Partnership**

**COMPLAINTS PROCEDURE**

EXPLANATIONS

\* Conciliation is a way of dealing with complaints which helps to avoid adversarial situations. By bringing the two sides together with a neutral conciliator, it aims to come up with a satisfactory conclusion for both of them.

Either you or the Practice can ask for conciliation, but both parties must agree to it taking place.

Conciliation is most often used to help with complaints about ‘Primary Care’ Services – for instance GP’s. Primary Care Trusts (PCTs) are required to provide conciliation services for these. However, your NHS Trust or PCT may also offer you this service if you make a complaint to them.

\*\* If you are not happy with the result of local resolution, you can ask for an independent review. This should be done within 28 days of the outcome of local resolution.

Your request will be considered by a specially trained convener. The convener will be a non-executive director on the NHS organization or someone else appointed, by the organization, specifically to act as convener.

You will be asked to explain in writing exactly why the local resolution was unsatisfactory. The convener will consider your request with the help of an independent person.

HOW TO COMPLAIN

Staff members will do whatever they can to make sure you are treated properly and promptly. However, things do go wrong.

You have every right to complain if the Service you receive falls short of what you expect.

If you are not happy with any aspect of your care:

* The first step is to contact the Practice Manager to try to resolve your complaint. This will be done with the full consultation of Dr Andrews, Senior Partner.
* They may offer to bring in a conciliation services**\*** - This can often help to resolve complaints more quickly and amicably.
* If you are still unhappy, you can ask for an independent review**\*\*** to take place.
* Finally, if your complaint is still not resolved to your satisfaction, you should contact NHS ENGLAND -

NHS ENGLAND

PO BOX 16738

REDDITCH

B97 9PT

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

***\* Please see back page for explanations of the asterisked terms.***

ADVICE AND SUPPORT

You can ask the **Patient Advice and Liaison Service (PALS) Office**, at the PCT, for information and help on using their complaints procedure.

Officers from the Patient Advice and Liaison Service (PALS) are available in all hospitals. They offer confidential advice, support and information on health-related matters to patients, their families and their carers.

You can telephone **NHS Direct** on 0845 4647 for information on how to complain.

You can expect a full and prompt reply to any complaint made against the Practice within 10 working days.

Independent Complaints Advocacy Service

**The Independent Complaints Advocacy Service (ICAS)** is a national service that supports people who wish to make a complaint about their NHS care or treatment.

Contact your local ICAS office through the hospital manager, PALS, or by calling the following number:

**South East: 0845 600 8616**

INDEPENDENT REVIEW PANEL

Further local resolution might be suggested or, if this is not considered appropriate, the convener may decide to set up an independent review panel to consider the complaint.

The panel will consist of three people: a lay chair (nominated from a list of people held by the Department of Health), the convener and a third person (either from the local PCT or from the above-mentioned list).

The panel will ask for expert advice if the issue is of a clinical nature.

REPORT

The panel will prepare a report setting out the results of its investigation together with its conclusions and any suggestions. You will receive a copy of the report.

The Practice Manager and the Senior Partner will write to you setting out what they have done about the panel’s suggestions.