beacon
MEDICAL SERVICES GROUP
"Care With Passion"

www.beaconmedicalservices.co.uk
bmsg.beacon-enquiries@nhs.net
Parkway House, Northenden,
Manchester, M22 4DB

Comments, compliments, concerns & complaints

How do I feedback or make a complaint about an NHS service?

If you are unhappy with your care or the service you have received, it is important to let us know so we can improve. There are two ways to tell us what you think:

Giving Feedback

We welcome all feedback, good or bad, as it helps us improve the quality of your care. You can do this via the Patient Satisfaction survey which is available as a paper copy in clinic and is sent to you as a link via email after your appointment.

You can also either speak to a member of staff. If you prefer you can telephone, email or write to us on the details at the bottom of this document.

If you are unhappy with our service, it is useful to raise your concerns at the time as we may be able to sort the issue out quickly. Most problems can be dealt with at this stage but, in some cases, you may feel more comfortable speaking to someone not directly involved in your care.

How to complain

When making a complaint, you can choose to complain to us directly or through the your local Integrated Care Board, ICB (this is the organisation that pays for the service or care you received and are the Commissioner of the services we provide).

We take all complaints seriously and try to resolve any issues quickly. However, if you do not wish to raise your complaint directly to us or if you feel this is not appropriate, you can direct your complaint to the commissioner.

Find your local integrated care board (ICB) - NHS

Making your complaint

You can complain to us in writing, by email or by speaking to a member of staff. You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

A family member, carer, friend or your local MP can complain on your behalf with your permission.

Further guidance can be found here:

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NHS England » Feedback and complaints about NHS services

What can I expect if I complain?

You will:

· have your complaint acknowledged and properly looked into

· be kept informed of progress and told the outcome

· be treated fairly, politely and with respect

· be reassured that your care and treatment will not be affected as a result of making a complaint

· be offered the opportunity to discuss the complaint with a member of the management team

Can I get help to make my complaint?

If you feel you would like help to make your complaint support is available. Some people may decide not to make a complaint because they are put off by the process, find it confusing or believe nothing will happen. If you are thinking about making a complaint it is important to know that you have access to local advocacy to help you make your complaint and provide support throughout the complaints process.

A NHS Complaints Advocate is independent of the NHS and may help you write a letter, attend a meeting with you or explain the options available to you. This service is free to anyone making a complaint about their NHS treatment or care. Contact your local council or local Healthwatch to find out about independent NHS complaints advocacy services in your area.

The NHS Constitution

The NHS Constitution sets out your rights as a patient, and explains the commitments the NHS has made to providing you with a high quality service. Beacon Medical Services Group must take account of the NHS Constitution when treating you, so you may find it helpful to refer to it if you are thinking about making a complaint.

Unhappy with the outcome of your complaint?

If you are unhappy with the outcome of your complaint, you can contact the Parliamentary and Health Service Ombudsman (PHSO) which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman, visit the

Parliamentary and Health Service Ombudsman website or call 0345 015 4033.

Public Health Services Complaints

For public health services complaints, contact the Local Government Ombudsman.

Our Contact details

Beacon Medical Services

Parkway House

Palatine road

Northenden

Manchester

M22 4DB

Telephone: 0161 445 7451

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