Further actions

If you are dissatisfied with the outcome of your complaint you can seek further guidance from:

NHS England

PO BOX 16738

Redditch B97 9PT

Tel: 03003 112233

england.contactus@nhs.net

Or alternatively complain to the:

Parliamentary Health Service Ombudsman

Milbank Tower

Milbank

London SW1P 4QP

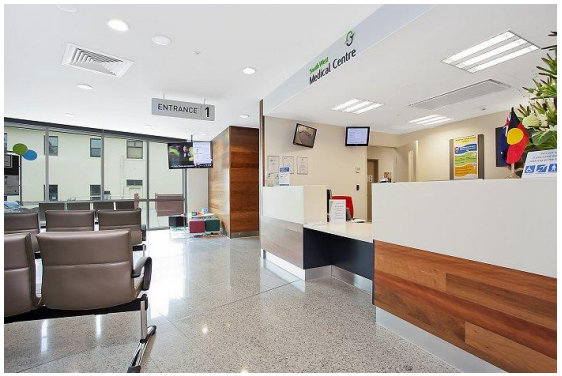
Tel: 0345 015 4033

www.ombudsman.org.uk

[Park View Health Partnership
Leylands Road
Burgess Hill, West Sussex, RH15 0GE
01444 244 294

The Complaint Process

Park View Health Partnership



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Park View Health Partnership.
We understand that we may not always get everything right and by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a complaint; all our staff are trained to handle complaints effectively. Alternatively, ask to speak to the Complaints Manager, J.Corps, Practice Manager.

At Park View Health Partnership the Complaints Manager is :
J.Corps, Practice Manager and they are supported by the Responsible Officer who is:
Dr Miarkowski, Senior Partner.

A complaint can be made verbally or in writing. A Complaints Form is available from reception or you call the reception team for advice.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.
The Complaints Manager or representative of the practice will respond to all complaints within three business days. Furthermore, they will provide regular updates for you regarding your complaint, whilst aiming to have the complaint completely resolved within 40 days.

Investigating complaints

Park View Health Partnership will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Park View Health Partnership will ensure that all complaints are investigated with the utmost confidentiality and any documents are held separately from the patient's healthcare record.

Third party complaints

Park View Health Partnership allows a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A Third Party Patient Complaint Form is available from reception.

Final response

Park View Health Partnership will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our practice policy.