

If you are dissatisfied with the outcome
You have the right to approach the Health
Service Ombudsman. The contact details
are:

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

Tel: 0345 0154033

Website: www.ombudsman.org.uk

You may also approach PALS for help or
advice;

The Patient Advice and Liaison Service
(PALS) is based at New Devon CCG who
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

Telephone: 01392 267665 or 0300 123 672

Email: pals.devon@nhs.net

Complaints Procedure



BEACON
MEDICAL GROUP

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. Ideally this would be resolved over the telephone in the first instance.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, 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 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.

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 provide this consent when you submit your complaint.

Where the patient is unable 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.

Send your written complaint to:

Patient Liaison and Communications Lead
Plympton Health Centre
Mudge Way
Plympton
PL7 1AD

Email: Beaconmedicalgroup@nhs.net

Website: www.beaconmedialgroup.nhs.uk

What we do next

We look to settle complaints as soon as possible and will acknowledge receipt within 3 working days; we aim to have looked into the matter within 20 working days, however it may take up to one calendar month to provide a written response. 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.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with those organisations so that you receive a separate reply. If you give us your consent to do so, where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

When the investigations are complete a final response sent to you. 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.

