

**Brannam Medical Centre hopes that if you have a problem, you will tell us about it immediately.**

**If you are unhappy or cannot talk to us, then you can write to:**

NHS Devon  
Patient Advice and Complaints Team  
Pomona House  
Edginswell Business Park  
Oak View Close  
Torquay TQ27FF

**OR**

NHS England PO Box 16738 Redditch B979PT

**OR**

**Phone: 0300 123 1672**

**If you did speak to us but you are still unhappy then you should send your complaint to:**

Parliamentary and Health Service Ombudsman  
0345 0154033  
www.ombudsman.org.uk

**Also here to help:**

**Patient Advisory Liaison Service (PALS)**

They provide confidential advice and help.  
PALS can tell you more about the NHS complaints process.

**Phone: 0300 123 1672**

**Or visit:**

Patient Advice & Liaison Desk,  
Level 2 at the North Devon District Hospital

There is also a national service:

NHS COMPLAINTS ADVOCACY SERVICE

which supports people who want to complain about the NHS treatment they have received.

You will need to contact them using this link:

<http://www.pohwer.net/our-service/nhs-complaints-advocacy>



# COMPLAINTS PROCEDURE

Brannam Medical Centre  
Kiln Lane  
Barnstaple, EX32 8GP

01271  
329004

**What to do if you are unhappy about the care you have received.**

Updated April 2024

## Making a Complaint

Most problems can be sorted quickly and easily, tell us straight away and we will do our best to help.

If we are not able to sort your problem in this way, you may wish to make a formal complaint. You will need to do this as soon as possible after the event and it should be in writing. If you need help doing this, please call us.

You must do this:

- within 12 months of the incident, or
- within 12 months of discovering an incident, giving as much detail as you can.

As a registered patient at Brannam Medical Centre, you can complain about your own care. You cannot make a complaint about someone else's care without their written permission. There are more details on this at the end of this leaflet.

**Phone: 01271 329004**

**Ask to speak to Reception Supervisor**

**Send your written complaint to:**

Sarah Bickley – Patient Services Manager  
Brannam Medical Centre  
Kiln Lane  
Barnstaple, EX32 8GP

## What we do next

**We will try to review your complaint quickly.**

We will let you know that we have received your complaint within 3 working days of it arriving.

We aim to review the complaint within 25 working days.

At that time, we may write to you or invite you to meet with the person managing the complaint and/or the person involved to try to resolve the complaint.

If the review is likely to take longer than this, we will let you know, and keep you informed as the investigation into your complaint continues.

When looking into a complaint we look at what happened and why, to help us learn from any problems as well as sorting them out for you.

Once the investigations are over, Brannam Medical Centre will write to you with an outcome.

Where your complaint involves more than one organisation (e.g., social services) we will consult with that organisation so that you receive one co-ordinated reply. We may need your consent to do this.

The final response letter will include the complaint outcome and your right to take the matter further if you are unhappy with the response.

*Our aim is to give quality care to all our patients. Please let us know if you think there is something on which we can improve.*

## Complaining on Behalf of Someone Else

Brannam Medical Centre follows strict rules of medical and personal confidentiality. If you wish to make a complaint on behalf of someone else, we will need the signed written permission of that person, saying that they are happy for you to act on their behalf.

We are not able to discuss any issue relating to someone else without this written consent.

Where the patient is incapable of providing consent due to illness or accident it may still be possible for us to deal with the complaint. You need to let us know, in writing, why they cannot give their consent.

We may still need to communicate directly with them, or we may be able to deal directly with you, depending on the wording of the consent given.



01271 329004



Sarah Bickley - Patient Services Manager  
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