

## **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.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably 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 6 months of the incident, or within 6 months of you discovering the problem, provided it is within 12 months of the incident.

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. See the separate section in this leaflet.

Send your written complaint to  
The Practice Manager  
Mr. John Bridgwood  
The New Surgery  
8 Shenfield Road,  
Brentwood  
CM15 8AB

## **What we do next**

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. 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.

When the investigations are complete your complaint will be determined and a final response sent to you.

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

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.

## **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.

Where the patient is incapable 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.

If you are Dissatisfied with the Outcome you have the right to approach the 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](http://www.ombudsman.org.uk)

If you do not wish to raise your complaint directly with the organisation i.e. GP surgery, Dental Practice, Opticians or Pharmacy you can register a formal complaint with NHS England via the Customer Contact Centre:

NHS ENGLAND CONTACT  
CENTRE  
PO BOX 16738  
REDDITCH  
B97 9PT

TEL: 0300 311 22 33

The practice Manager is:  
Mr. John Bridgwood

# The New Surgery/ Brambles

## Complaints procedure

### Contact Us:

#### The New Surgery

Tel: 01277 218393

Fax: 01277 201017

#### Brambles Branch Surgery

Tel: 01277 215738

Fax: 01277 245369

Practice Website:

[www.thenewsurgery-brentwood.co.uk](http://www.thenewsurgery-brentwood.co.uk)

Dr Ajaz Naeem (AN)

BSc MBBCh MRCP (Senior Partner)

Dr Maysoon Nasif (MN)

MBChB MRCGP DFFP

Dr Sridhara Guniyangodage (SG)

MBBS DRCOG MRCGP DFSRH PGC  
(Cardiology) PGDIP (Med ed)

Dr Shabeena Masuthu (SM)

DPD MRCGP DRCOG MBBS DFSRH

Dr Tania Burgess (TB)

BSc MBChB DRCOG MRCGP

Dr Yasmin Sattar (YS)

MBBS, MRCP(paed), DRCOG, MRCGP,  
DFFP MBBS, BSc,

Dr Sampson Dasari (SD)

MBBS MRCP (UK) MRCGP

Dr Prasanna Goonetilleke (PG)

BSc, MBBS, MRCS, DOHNS, MRCGP