

Patient Complaint Leaflet



Is there anything you would like to let us know about?

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Adur 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; they will be able to help you with the next step.

Alternatively, please ask to speak to the Reception Manager.

A complaint can be made verbally or in writing. A complaint form is available from the reception. Additionally, you can write to us via email to wsxccg.ahp@nhs.net

If for any reason you do not want to deal with us directly, then you can request that NHS England investigates your complaint on your behalf.

You can contact them on:

NHS England
PO BOX 16738
Redditch
B97 9PT

Telephone: 0300 311 22 33
england.contactus@nhs.net

Patients can talk to NHS England in British Sign Language (BSL) via a video call to a BSL interpreter.

Time frames for complaints

We, Adur Health Partnership, will acknowledge all complaints within three business days.

The time constraint on bringing a complaint is 12 months from the occurrence giving the rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regards the investigation of your complaint.

Investigating complaints

We, Adur Health Partnership, will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We, Adur Health Partnership, will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare records

Third party complaints

We, Adur Health Partnership, allow a third party to make a complaint on behalf of a patient. The patient must provide consent for them to do so.

Final response

We, Adur 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 organisation policy.

Advocacy support

- POhWER Support Centre 0300 456 23 70
- SeAp Advocacy 0330 440 90 00
- Age UK 0800 055 61 12
- Local Council can give advice on local advocacy services

Additionally, the local Healthwatch <https://www.healthwatchwestsussex.co.uk> can help to find an independent NHS complaints advocacy services in the area.

Further action

If you are dissatisfied with the outcome of your complaint from either NHS England or us, Adur Health Partnership, you can escalate your complaint to:

Parliamentary Health Service

Ombudsman (PHSO)

Millbank Tower

Millbank

London

SW1P 4QP

0345 015 40 33

www.ombudsman.org.uk

If English is not your preferred language you can choose to use a confidential interpretation service. This leaflet can be available in a variety of community languages or alternative format including Braille on request.

If you require a copy, please contact us.

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Shoreham Health Centre

Pond Road
Shoreham by Sea
BN43 5US
01273 466052

Northbourne Medical Centre

193A Upper
Shoreham Road
Shoreham by Sea
BN43 6BT
01273 464640

Manor Practice

Southwick Street
Southwick
BN42 4TA
01273 596077

Downsway Surgery

3 Downsway
Southwick
BN42 4WA
01273 592764