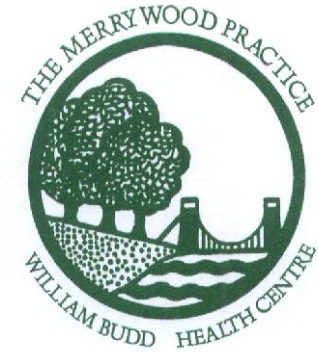


# MERRYWOOD PRACTICE



William Budd Health Centre  
Knowle West Health Park  
Downton Road  
Bristol  
BS4 1WH

Telephone: 0117 944 9750

Dr Sheila Pietersen  
Dr Phil Chisnall  
Dr Helen Wehner  
Dr Rebekah Stone  
Dr Jade Mayes  
Dr Cathy Burns  
Dr Jenny Yin  
Dr Ian Bennett-Britton

## **INFORMATION FOR PATIENTS**

**How to complain about our  
services**

# PRACTICE COMPLAINT PROCEDURE

*If you have a complaint or concern about the service you have received from the doctors or any staff attached to the practice, please let us know.*

*We operate a practice complaints procedure as part of the NHS system for dealing with complaints.*

*Our complaints procedure meets national criteria*

## HOW TO COMPLAIN

We hope that most problems can be sorted out as and when they arise, but if your problem cannot be resolved in this way, and you wish to make a complaint, we would like you to let us know as soon as possible. This will help us establish what happened more easily.

In any event you must let us have details of your complaint:

- a) within 12 months of the incident that caused the problem, or
- b) if later, the date on which the matter causing complaint to come to the notice of the complainant

Complaints, preferably in writing, should be addressed to Vicki Staatz, Practice Manager. Alternatively you may ask for an appointment with Vicki in order to discuss your concerns.

## WHAT HAPPENS NEXT?

We shall acknowledge your complaint within three working days of receiving your complaint, with a timescale of what will happen next. We will investigate your complaint and offer you an explanation and a meeting with the people involved.

### ***WHEN WE LOOK AT YOUR COMPLAINT, WE SHALL AIM TO***

- *find out what happened and what went wrong*
- *find out what you would like to happen*
- *give you the opportunity to discuss the problem with those concerned*
- *when appropriate, make sure an apology is given*
- *improve our service by acting on what you say*

## COMPLAINTS ON BEHALF OF SOMEONE ELSE

We must keep strictly to the rules of patient confidentiality. If you are making a complaint on behalf of someone else, we must know that you are doing this with their permission. A note signed by the person concerned will be required unless they are incapable, because of illness, or too young of providing this.

## COMPLAINTS TO THE PRIMARY CARE COMMISSIONING GROUP

We hope that if you have a problem we will be able to deal with it to your satisfaction within our practice complaints procedure.

This does not, however, affect your right to approach Bristol CCG or the Health Care Ombudsman if you are dissatisfied with the result of our investigation.

You may contact Bristol CCG or the Ombudsman at

*Complaints  
Bristol CCG  
South Plaza  
Marlborough Street  
Bristol  
BS1 3NX  
Telephone: 0117 976 6600*

*The Parliamentary and Health Services  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Telephone: 0345 015 4033*