Bromley GP Alliance

Complaints Procedure

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.

You can make a verbal complaint in person or by telephone by contacting the Service Manager, who is the nominated Complaints Manager for their service. They will ensure that your concerns are dealt with promptly and in the correct way. If you prefer to make a written complaint please address this to the Service Manager.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so. Preferably, this should be in writing and you should record this incident as soon as possible after the event as you are able to recall most of the details and this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident.

A written complaint can be sent either via email or through the post.

Send your written complaint to:

Bromley GP Alliance Ltd
Kelsey Park Farmhouse, 379 Croydon Road, Beckenham, BR3 3QL

Telephone
0203 972 8308

Email
selicb.bgpacorporate@nhs.net

What we do next:

We look to settle complaints as soon as possible.

We will acknowledge receipt of written complaints within 3 working days either by letter, email or telephone. This will be followed up with a full investigation of the matter and you will receive an official response within 10 working days. If the investigation is likely to take longer, 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 it.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further should 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.

We will require authority which would need to be signed by the patient to enable the complaint to proceed.

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 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 directly with the patient, or we may be able to deal directly with the third party. This depends on the wording of the authority provided.

If you are dissatisfied with the outcome

You should contact South East London ICB. If you are still dissatisfied, then you have the right to contact the Ombudsman.

The contact details are:

South East London Integrated Care System

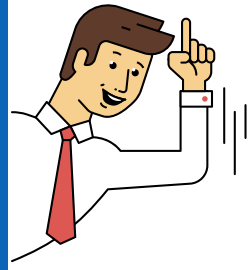
160 Tooley Street
London
SE1 2TZ

Tel: 0800 328 9712
Email: contactus@selondonics.nhs.uk

The Public Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 015 4033
Website: www.ombudsman.org.uk



BGPA Complaints

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