Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- Advocacy People gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112
- Local Council can give advice on local advocacy services
- Other advocates and links can be found on this PHSO webpage

Further action

If you are dissatisfied with the outcome of your complaint from either NHS Shropshire, Telford and Wrekin or this organisation, then you can escalate your complaint to The Public Service Ombudsman.

www.ombudsman.org.uk
0345 015 4033

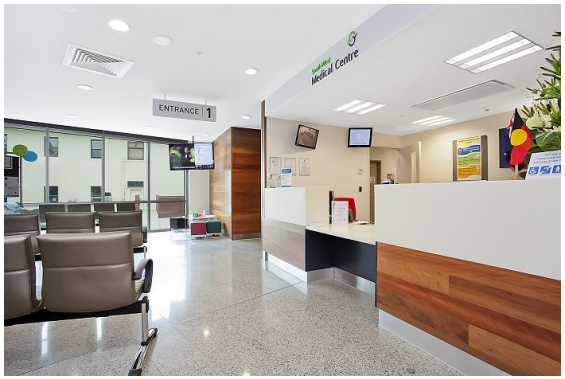
All post should be sent to the main Office in Manchester;

Belvidere Medical Practice
23 Belvidere Road, Shrewsbury
SY2 5LS
Tel: 01743 363640 Email: belvidere.ooh@nhs.net

The Complaints Process

Belvidere Medical Practice





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Belvidere Medical Practice.

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 concern and they will assist you where possible. Alternatively, ask to speak to the complaints manager, but note this may need to be a booked appointment.

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

NHS Shropshire, Telford and Wrekin

Telephone: 01952 580407

Email: stw.patientservices@nhs.net

In writing: Patient Services Team, NHS Shropshire, Telford and Wrekin, Halesfield 6, Telford, TF7 4BF

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can complain via email to belvidere.ooh@nhs.net

Time frames for complaints

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

The Complaints Manager will respond to within three business days to acknowledge your complaint.

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

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.

Final response

We will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. We will liaise with you about the progress of any complaint.