



The Partnership of
Dr McAllister, Dr Plate, Dr Strickland, Dr Dollery and Mrs Dermit
Practice Code: F81100

Correspondence to your usual branch

Danbury Medical Centre
52 Maldon Road
Danbury
Essex CM3 4QL

Mountbatten House Surgery
1 Montgomery Close
Chelmsford
Essex CM1 6FF

Moulsham Lodge Surgery
158 Gloucester Avenue
Chelmsford
Essex CM2 9LG

01245 221777
www.thebeaconhealthgroup.co.uk

Complaints Leaflet

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

How to complain

If you wish to make a formal complaint, please do so as soon as possible - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to The Operations Manager or via the reception email address. The Operations Manager will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form can be provided by reception.

What we will do

We will acknowledge your complaint and aim to have fully investigated within 20 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; if appropriate make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

Taking it further

If you remain dissatisfied with the outcome you may refer the matter to:

PALS (Patient Advice Liaison)
NHS England Swift House
Hedgrows Business Park
Colchester Road
Essex

Telephone Number – 01245 398770

Complaints Manager
The Healthcare Commission
Complaints Team
Peter House
Oxford Street
Manchester
M1 5AX

Telephone Number – 020 7448 9200
www.healthcarecommission.org.uk

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone Number - 0345 0154033
www.ombudsman.org.uk