



Making a Complaint

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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.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you may do so by

- asking to discuss the problem with our Complaints Manager
- writing to us as soon as possible after the event

ideally within a few days, as this helps us to establish what happened more easily.

- In any event, this should be within 12 months of the incident.
- Or within 12 months of your becoming aware of the matter.

You can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We are able to provide you with a separate complaints form to register your complaint. This includes a form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own words providing this covers all the necessary aspects.

Send your written complaint to:

J Lovett
GP Healthcare Alliance
Mulberry Studios
Mulberry Road
Canvey Island
SS8 0PR

Or email your complaint to gpha.complaints@nhs.net

Or phone 01268 206408

It is preferable to receive a complaint by email or post.

What we do next

We look to settle complaints as soon as possible.

We will usually acknowledge receipt within 3 working days and try to get a response to you within 10 working days. If it cannot be done in 10 days, you will be notified and given an idea of response time. You will then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue.

If the matter is likely to take longer than this, 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 a different organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to refer the matter further to the Parliamentary and Health Service Ombudsman (details shown elsewhere in this leaflet) if 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. In the event the patient is deceased, then we may agree to respond to a family member or anyone acting on their behalf or who has had an interest in the welfare of the patient.

Please ask at reception for the Complaints Form, which contains a suitable authority for the patient to sign to enable the complaint to proceed. Alternatively, we will send one to you to return to us when we receive your initial written complaint.

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 in your covering 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. You may also find that if you are complaining on behalf of a child who is capable of making their own complaint, we will expect that child to contact us themselves to lodge their complaint.

We may still need to correspond directly with the patient or 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 may also approach Signposting for help or advice.

The Signposting Service provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

[Signposting](#)

Tel: 0300 003 2125

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033
Website: www.ombudsman.org.uk



You may also approach Healthwatch, The Advocacy People or PALS for help or advice.

The local Healthwatch can be found at:

www.healthwatch.co.uk

The Advocacy People can be contacted at: **<https://www.theadvocacypeople.org.uk/services/nhs-complaints-advocacy>**

The Patient Advice and Liaison Service (PALS):
Call 0300 443 0330 and select the following options:

- Broomfield Hospital — option 1
- Southend Hospital — option 2
- Basildon Hospital — option 3

Telephone lines are open between 11am and 2pm, Monday to Friday (excluding Bank Holidays).

Email or post

Basildon

Email — mse.pals.btuh@nhs.net.

Address — PALS Office, Basildon University Hospital, Nethermayne, Basildon, Essex, SS16 5NL.

Broomfield

Email — mse.public.response@nhs.net.

Address — PALS Office, Broomfield Hospital, Chelmsford, Essex, CM1 7ET.

Southend

Email — mse.pals.suhft@nhs.net.

Address — PALS Office, Southend University Hospital, Prittlewell Chase, Westcliff on Sea, Essex, SS0 0RY.

The Complaints lead is:

**Julia Lovett
GP Healthcare Alliance
Mulberry Studios
Mulberry Road
Canvey Island
SS8 0PR**

Tel: 01268 206408

Email: GPHA.complaints@nhs.net