

***The Practice Business Manager***

***can be contacted***

***either by writing to her at***

*Stanford Medical Centre  
175 Preston Road  
BRIGHTON, BN1 6AG*

***or by telephoning her on***

*01273 506361*

The  
**Stanford**  
Medical  
Centre

**Complaints  
Leaflet**

**Senior Partner:**

Dr James Graham

**Associate GPs:**

Dr Jenny Min  
Dr Rita O'Regan

**Partners:**

Dr Andrea Bhermi  
Dr Al Punja  
Dr Clare Garewal  
Dr Jenanne Shaheen  
Dr Alex Morton  
Dr James Simpkin  
Dr Ronak Patel

**Practice Business**

**Manager:**  
Cheryl Palmer

**Lead Practice Nurse  
and QOF Manager:**

Mrs Eileen Streeter

[www.stanfordmedicalcentre.co.uk](http://www.stanfordmedicalcentre.co.uk)

Our aim is to provide the highest level of care for all our patients but we recognise that sometimes problems cannot be sorted out easily or quickly. If you have a complaint or concern about the service you receive from the doctors, Nurses or staff working at this Practice, you are entitled to ask for a discussion about this. We operate a practice complaints procedure as part of an NHS complaints system.

Verbal or written complaints should be addressed to the Practice Manager who will act as "case manager" to ensure that they are investigated as thoroughly and speedily as possible. We will acknowledge receipt of your complaint within 3 days and will normally respond within 10 working days.

This procedure does not deal with matters of legal liability or compensation but neither does it affect your right to seek compensation in law.

Complaints should be made as soon as possible after an incident but can be made up to one year from either the incident or when the incident came to the attention of the complainant.

Please note that the Practice must observe strict adherence to the rules of medical confidentiality. We cannot provide confidential information without the written authority of our patient if you are not the person in question. We can provide a form to give third party authority to enable the complaint to be made by someone else.

A complaint form is available but you may set out your complaint however you wish, including by letter, telephone call or personal visit.

Please make any complaint as soon as possible after the event to the Practice Business Manager. Her name is Cheryl Palmer and she is based at 175 Preston Road, Brighton, BN1 6AG or telephone 01273 506361

Your complaint will be investigated as quickly as possible within the Practice.

It is likely that you will be contacted directly to ensure that the nature of your complaint is fully understood.

We hope that we can resolve the problem but if are dissatisfied with the outcome or you feel you can not raise the complaint with us you have the right to approach the local Primary Care Trust.

You may also approach the Patient Advice Liaison Service based in Brighton provide confidential advice and support, helping you sort out any concerns you have about the care we provide, guiding you through the different services available from the NHS. Telephone 0800 013 0251 between 10am – 4pm Mon – Fri.

You have the right to approach The Health Services Ombudsman for review, who can be contacted at:

Millbank Tower  
Millbank  
London SW1P 4QP  
Help Line: 0345 015 4033

The Ombudsman will allocate a case officer to conduct an investigation into your complaint. This investigation can continue irrespective of whether any litigation is underway unless to do so would prejudice or compromise other investigations.