

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 678 1602
- Local Council can give advice on local advocacy services

Further action

If you are dissatisfied with the outcome of your complaint from either Bridge Cottage Surgery or the Hertfordshire and West Essex Integrated Care Board then you can escalate your complaint to the Parliamentary and Health Service Ombudsman.

Visit their 'making a complaint page' and click on 'Can we look into your complaint?' at www.ombudsman.org.uk/making-complaint

Or call their Customer Helpline on 0345 015 4033. Open Mon-Thu 8.30am to 5pm and Fri 8.30am – 12pm except bank holidays.

Bridge Cottage Surgery

41 High Street, Welwyn, Hertfordshire AL6 9EF

Telephone: 01438 715044

Email: general.bridgecottagesurgery@nhs.net

Bridge Cottage Surgery

The Complaints Process





Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Bridge Cottage Surgery.

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 complaint; our staff are trained to handle complaints.

Alternatively, ask to speak to the Complaints Manager, Debbie Crossley, Practice Manager

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

If for any reason you do not want to speak to a member of our staff, or your complaint is not resolved, then you can contact Hertfordshire and West Essex Integrated Care Board who commission our primary care service.

By email to:

hweicbwe.patientfeedback@nhs.net

By telephone: 01992 566122

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 all complaints within three business days.

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

Bridge Cottage Surgery will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

Bridge Cottage Surgery 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

Bridge Cottage Surgery allows a third party 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

Bridge Cottage Surgery 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.