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
- The 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 Integrated Care Board (ICB) or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at:

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033
www.ombudsman.org.uk

Harbourside Family Practice

Marina Healthcare Centre
2 Haven View
Portishead
BS20 7QA
01275 868500
www.harboursidefmp.nhs.uk/

The Complaints Process

Harbourside
Family Practice

Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Harbourside Family 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 the staff if you have a concern and they will assist you where possible. Alternatively, you may also ask to speak to the Complaints Manager, who is also the Practice Manager, but this may need to be a booked appointment as the manager may not be available immediately.

How can I make a complaint?

A complaint can be made verbally or in writing. A complaints form is available from reception or you can fill in a feedback form on our website: https://www.harboursidefmp.nhs.uk/feedback. Additionally, you can complain via email to harbourside.practicemanager@nhs.net.

I want to complain to a third party

If for any reason you do not want to speak to a member of our staff, then you can request that BNSSG Integrated Care Board (ICB) investigates your complaint.

They will contact us on your behalf:

Customer Services Team
NHS Bristol, North Somerset and South Gloucestershire ICB
Floor 2, North Wing
100 Temple Street
Bristol
BS1 6AG

Tel: 0117 900 2655
Email: bnssg.customerservice@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 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. Usually this takes one month, but we will keep you updated if it takes longer.

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.