

The Practice Business Manager can be contacted either by writing to her at:

Cheryl Palmer
Stanford Medical Centre
175 Preston Road
BRIGHTON
BN1 6AG

Emailing at:

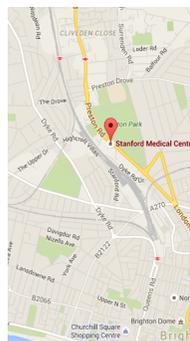
bhccg.stanfordmedicalcentre@nhs.net

Or by telephoning her on:

01273 557411

THE STANFORD MEDICAL CENTRE

175 Preston Road
BN1 6AG
Doctor: 01273 557411 (Option 2)
Nurse: 01273 557411 (Option 3)



Open Monday to Friday between 8.00am and 6.00pm. We also offer pre-bookable only appointments on Monday evenings between 6.30 and 8.50pm and Saturday mornings from 8.00 to 10.30am with a doctor. The doctors work at this surgery on certain days only.

ISLINGWORD ROAD SURGERY

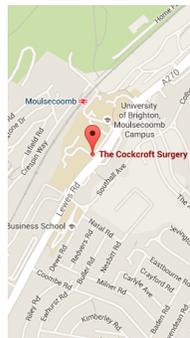
79 Islingword Road
BN2 9SL
Phone: 01273 681971



Islingword Road Surgery is open between 8.00am and 11:30am and again between 2:00pm and 5.30pm. The doctors work at this surgery on certain days only.

COCKCROFT SURGERY

University of Brighton
Lewes Road
Brighton, BN2 4GN
Phone: 01273 642864



We cover all students at Brighton University that live in Brighton and Hove. Cockcroft Surgery is open during term times only between 8.00am and 12 noon.

Email us on bhccg.stanfordmedicalcentre@nhs.net



Complaints Leaflet

Please ask if you have any questions.

Partners:

Dr Andrea Bhermi (f)
Dr Clare Garewal (f)
Dr Jenanne Shaheen (f)
Dr Alex Morton (m)
Dr James Simpkin (m)
Dr Rachel Austin (f)
Dr Charan Koka (m)
Dr Jackie Kanga (f)
Dr Ronak Patel (m)

Associate GPs:

Dr Lucy Garcia-Ladera (f)
Dr Natalie Novak (f)

Practice Manager & Business Partner:

Cheryl Palmer

Lead Practice Nurse:

Sarah Meacock

Complaints Procedure

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 Business 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 **20 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 557411.

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 cannot raise the complaint with us you have the right to approach the local Clinical Commissioning Group.

You may also approach the Patient Advice Liaison Service based in Brighton. They provide confidential advice and support, helping you sort out any concerns you have about the care we provide and guiding you through the different services available from the NHS. Telephone 0300 304 2198 between 10:00am – 4:00pm Monday to Friday.

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.