

Advocacy support

- POhWER support centre can be contacted via 0300 456 2370
- SeAp Advocacy gives advocacy support on 0330 440 9000
- Age UK on 0800 055 6112

Further actions

If you are dissatisfied with the outcome of your complaint from either NHS England or this practice, then you can escalate your complaint to:

Parliamentary Health
Service Ombudsman
(PHSO)
Milbank Tower
Milbank

The Station Practice

Station Plaza Health Centre

Hastings, East Sussex TN34 1BA

The Complaints Process

The Station Practice



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at The Station 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

If we wish to make a complaint please inform a member of staff who will pass this to the complaints manager.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS England investigates your complaint. They will contact us on your behalf:

NHS England
PO BOX 16738
Redditch
B97 9PT
03003 112233
england.contactus@nhs.net

A complaint can be made verbally or in writing.

Time frames for complaints & Investigation

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 Station Practice will aim to acknowledge all written complaints received within three business days. These can either be hand written/typed or submitted online via engage consult.

We will aim to investigate and provide you with the findings within 3 weeks and if necessary provide regular updates regarding the investigation of your complaint.

Although the station practice aim to respond to complaints within 3 weeks If more time is needed the practice will inform you in writing.

Verbal complaints received by the practice will be responded to within one week via a phone call.

Confidentiality

The Station Practice 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

The Station Practice 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

The Station Practice will issue a final formal response to all complainants which will provide full details and the outcome of the complaint. Further information is detailed in our complaints procedure document.