

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
- 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 Staffordshire and Stoke-on-Trent ICB or this organisation, then you can escalate your complaint to Parliamentary Health Service Ombudsman (PHSO) at either:

Milbank Tower, Milbank
LONDON
SW1P 4QP

Citygate, Mosley Street
MANCHESTER
M2 3HQ
Tel: 0345 015 4033

Kingsbridge Medical Practice

Kingsbridge Avenue

Newcastle-under-Lyme, Staffordshire, ST5 3HP

01782 525740 or email at kmp@staffs.nhs.uk

The Complaints Process

Kingsbridge Medical Practice



Talk to us

Every patient has the right to make a complaint about the treatment or care they have received at Kingsbridge Medical 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.

Most issues can be resolved by speaking to a member of our team who will assist you to the best of their ability. Alternatively ask to speak to the Office Manager (Steph) or Practice Manager, Matthew Bryan.

If for any reason you do not want to speak to a member of our staff or if you would prefer to put a formal complaint in writing to us, a complaints form is available from reception.

Additionally, you can complain in writing or via email for the attention of the Practice Manager at: kmp@staffs.nhs.uk

Or via post at:

Kingsbridge Medical Practice
Kingsbridge Avenue
Clayton
Newcastle-under-Lyme
Staffordshire
ST5 3HP

If you are not satisfied with our response, you can request that the Integrated Care Board (ICB) investigates your complaint. They will contact us on your behalf:

Staffordshire and Stoke-on-Trent ICB,
New Beacon Building, Stafford Education
and Enterprise Park, Weston Road,
Stafford, ST18 0BF

Freephone: 0808 196 8861

Or email:

PatientServices@staffsstoke.icb.nhs.uk

Complaints regarding the Hospital or other services

If your complaint is related to a service outside of Kingsbridge Medical Practice, then you should contact that service and ask to speak to their complaints manager. If they are unable to help, then you should contact PALS:

The PALS office at Royal Stoke is situated inside Main Building, to the right of reception in the main entrance. The office is open 9.00am to 4.00pm, Monday to Friday (not including bank holidays).

Telephone: 01782 676450

Email: patientadvice.uhnm@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. We will acknowledge your complaint within 3 working days.

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. We will liaise with you about the progress of any complaint as we investigate it.