

Patient Complaint Policy

Version Date: 01.04.2025

As a practice we strive to provide the best possible service for our patients.

However, we recognise that sometimes you may feel that we have not met your needs. If you have any complaint or concern about the service you have received from the doctors or staff working with East Sussex GP Services, you are entitled to ask for an explanation.

We operate an in-house complaints procedure to deal with your complaint. This procedure does not deal with matters of legal liability or compensation.

We will:

- Acknowledge receipt of written complaint or concern within 14 days.
- Respond in writing or if acceptable phone call within 28 days by establishing a clear, appropriate plan of action, and provide you with relevant support and advice.
- Improve the service however we can.

Please make your complaint in writing to **complaints@esgps.co.uk**

Please be assured that any complaint you make, written or verbal, will be treated in strict confidence and have no effect upon the level of treatment and care that you receive at the practice. If you would prefer a family member, friend or advocate to make the complaint on your behalf, they may do so and the practice will work with them, and yourself, to resolve the problem.

However, whilst we can receive a complaint on your behalf we cannot provide any medical information to a third party without your authority.

To discuss or provide confidential information we would require a letter signed and dated by you. A member of our staff would be happy to assist you with this.

We hope that we can resolve your problem satisfactorily, to put the matter right with you and the opportunity to improve our services for all our patients.

East Sussex GP Services is subscribed to CEDR to provide independent and external review of complaints. If internal resolution cannot be achieved, then the complaint will be referred to CEDR. Further information can be found

<https://www.cedr.com/consumer/private-healthcare-mediation/overview/>

You may also contact the Care Quality Commission, if you feel that your complaint is not being dealt with in a satisfactory manner, and you have concerns about the services being provided.


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