

If you need help in making a complaint

Your key contacts for complaints

Primary and Community Care Complaints Procedure

Further help

If you need further help or advice, please ask to speak to the Integrated Governance Facilitator or Lead General Practitioner or Team Leader for the facility where you received your care.

Help with making a complaint

If you need help to make a complaint, please contact a member of our medical team. They will be pleased to assist you.

Medical Notes

You have a legal right to see your medical notes. To do so, patients need to provide a Subject Access Request (under the Data Protection Act 2018) and send to the Lead Administrator, Lead General Practitioner or Integrated Governance Facilitator.

Leaflet in other languages

If you would like this leaflet provided in another language, please contact:

Integrated Governance Facilitator

T 00 49 (0) 521 9254 3717 M 81 3717

Westfalen Garrison -

Bielefeld and Sennelager Medical Facilities (including DCMH and PCRF)

Lead Administrator, Team Leader or Lead GP or Group Practice Manager

T 0049 (0) 521 9254 3860 M 81 3860

1st Floor, Building 9, Catterick Barracks Bielefeld BFPO 39

EJSU –

SHAPE, Brussels, Brunssum, Ramstein and Host Nation Medical Facilities under LLP contract

Group Practice Manager or Lead GP

T 0032 (0) 6544 5825

UK Medical Facility, SHAPE BFPO 26

or Integrated Governance Facilitator

General enquiries regarding complaints

Integrated Governance Facilitator

T 00 49 (0) 521 9254 3717 M 81 3717

E LLPHealthcare-PCC-Feedback@mod.gov.uk

For further information on BFG Health Services

<http://www.bfgnet.de/health/bfg-healthservices.html>

PCC Complaints Policy April 2018

This leaflet was updated in January 2019

What to expect

British Forces Germany Health Service is committed to providing an efficient and effective health service, broadly equivalent to NHS standards. The Primary and Community Care service is delivered under contract by SSAFA GSTT Care LLP.

Suggestions and minor issues

If you wish to make a suggestion or have an issue of a minor nature, then please speak to the healthcare professional who is responsible for your care as soon as possible. It is hoped that most issues will be dealt with at this level and not reach the level of a complaint.

Complaints - what to do

You may approach any member of the healthcare team with a complaint. They will direct you to the Lead Administrator, Lead General Practitioner or Team Leader where you received medical services or the Integrated Governance Facilitator. Upon receipt of the complaint, the Integrated Governance Facilitator or Lead Administrator will write a letter of acknowledgement to you within:

3 days

The Complaints Manager will ensure all aspects of the complaint are investigated. If your complaint to the medical facility includes aspects of hospital care, the Integrated Governance Facilitator will send a copy of your complaint to the Hospital Operations Manager for action.

Final response

The Complaints Manager will aim to write to you with a final response within:

25 working days

The complaint response will include:

- A summary of your complaint
- Outcome of any investigations and/or meetings with a clearly written explanation for you
- An apology, where appropriate
- Notification of action taken to prevent re-occurrence, if appropriate
- An offer of a meeting between you and the relevant staff, if appropriate
- How to obtain further support and information.

If we are unable to give a final response within 25 working days, you will receive a follow-up letter detailing progress every 25 working days.

To get a speedy resolution, most complaints are best dealt with using this Primary and Community Care Complaints Procedure. However, if you remain unhappy with the way in which your complaint has been dealt with, or the outcome, details of how you can escalate your complaint will be provided in your final response letter.

Confidentiality and consent

Confidentiality will be maintained at all times. Only members of staff who need to be aware of your complaint will be involved. Your consent will be requested if we need to pass on your complaint to other organisations or if we need to access your medical records in order to fully answer your complaint.

When required, a consent form will be sent to you.

Complaining on behalf of someone else

Someone else can make a complaint on your behalf, as long as we receive signed consent for this to take place. If a parent or guardian complains on behalf of a young person aged from 16 up to 18 years, consent will be requested from the young person.

Time limits

A complaint should be made as soon as possible after the event, as this makes satisfactory and early resolution of the complaint more likely. If this is not possible, then the complaint should be received within:

12 months

of the incident that caused the problem or discovering that a problem had occurred.