



THE HAVEN PRACTICE

We Welcome Comments Concerns Suggestions

We are constantly seeking to improve our services and welcome feedback, both positive and negative. Please complete a feedback form and place it in the suggestion box in reception.

You can also post a comment on the NHS Choices Website relating to the Practice for any Comment, Concerns or Suggestions you may have. You can log on as follows: <http://www.nhs.uk> Homepage. Go to Comments and select GP under Service and type in BN1 6HE under postcode. You can then leave a review and a comment.

How to make a Complaint

Should you have any reason to make a complaint, about an administrative or a clinical issue. Please send your complaint in writing to the attention of the Practice Manager Sue Doyle via letter or email. Your complaint will be treated with complete confidentiality.

✉ Sxicb-bh.thehaven@nhs.net

✉ The Haven Practice,
100 Beaconsfield Villas
Brighton
East Sussex
BN1 6HE

If you feel uncomfortable about speaking directly to the Practice Manager, you can contact Brighton & Hove Health Watch. They can support and advise you with your complaint.

✉ <https://www.healthwatchbrightonandhove.co.uk/>

☎ 01273 234040.

If a complaint can't be resolved locally then you can contact NHS England:

✉ england.contact@nhs.net

☎ 0300 311 22 33

✉ NHS England
PO BOX 16738
Redditch
B97 9PT

Contact your local integrated care board (ICB) for complaints about primary care services

☎ 0800 433 4545

✉ sxicb.contactus@nhs.net

✉ NHS Sussex, Wicker House, High Street, Worthing BN11 1DJ

Voice Ability

✉ helpline@voiceability.org

✉ VoiceAbility, c/o Sayer Vincent, Invicta House, 108-114 Golden Lane, London, EC1Y 0TL


☎ 0300 303 1660


Patient Advice and Liaison Service (PALS)

✉ PALS

Royal Sussex County Hospital
Eastern Road
Brighton
BN2 5BE

 Royal Sussex County Hospital 01273 664511

 Royal Sussex County Hospital 01273 664973

 Princess Royal Hospital 01444 448678

 uhsussex.pals@nhs.net

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