

# 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.

- ✉ [BHCCG.TheHaven@nhs.net](mailto:BHCCG.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.

- ✉ <http://www.seap.org.uk/services/nhs-complaints-advocacy/>
- ☎ 01273 234040.

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

- ✉ [england.contact@nhs.net](mailto:england.contact@nhs.net)
- ☎ 0300 311 22 33
- ✉ NHS England  
PO BOX 16738  
Redditch  
B97 9PT