

GARDEN LANE MEDICAL CENTRE

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints manager is Hayley Brassington, Business Director. Our responsible person who will ensure complaints are dealt with according to the correct procedure is Dr Navroop Shergill

HOW TO COMPLAIN

We hope that most problems can be sorted out verbally, often at the time they arise and with the person concerned, either face to face or on the telephone. For all verbal complaints please contact our Administration Services Manager, Janette Mason, or our Office Manager, Miranda Howard. They will discuss your concerns and try to resolve. If your problem cannot be sorted out in this way and you wish to make a written complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish more easily what has happened. If it is not possible to do that, please let us have details of your complaint

- within 6 months of the incident that caused the problem
- or
- within 6 months of discovering that you have a problem, provided that this is within 12 months of the incident.

Written complaints should be addressed to Hayley Brassington, Business Director or to any of the Partners. For written complaints, an appointment with the Business Director may be more appropriate in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

WHAT WE WILL DO

The Practice will make a written record of your verbal complaint and we will provide you with a copy of that record, unless your complaint is resolved on the day you make it or on the following day. We will

acknowledge your written complaint within three working days. We will thoroughly investigate your complaint and provide a written response. We may offer you a meeting with the people involved. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure that you receive an apology, where this is appropriate
- identify what we can do to make sure that the problem doesn't happen again
- give you a written response signed by the 'responsible person'
- keep you informed of our progress
- identify any learning outcomes

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

IF YOU NEED ADVICE

If you need advice or support you can contact your local Customer Solution Centre (formally PALS) on 01244 650368 or write to them at:

Customer Solution Centre
1829 Building
Countess of Chester Health Park
Liverpool Road, CHESTER, CH2 1HJ

NEED ASSISTANCE

If you need assistance with an NHS complaint you can contact the Healthwatch Advocacy Service. Healthwatch supports patients and their carers who wish to pursue a complaint about any NHS treatment or care. You can contact the Service by telephone: 0808 801 0389
Email: merseysideandcheshire@healthwatchadvocacy.co.uk

Or visit: www.carersfederation.co.uk/hwica

REQUESTING A REVIEW

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, if you feel you cannot raise your complaint with us from 1 July 2023, you can choose to complain to NHS Cheshire and Merseyside.

You can contact by telephone on: 0800 132 996

Or email: enquiries@cheshireandmerseyside.nhs.uk

or write to: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA1 1QY

This does not affect your right to approach the Health Service Ombudsman if you feel that you cannot raise your complaint with us or if you are dissatisfied with the result of our investigation. You should contact the Health Service Ombudsman on 0345 015 4033 or write to them at:

Health Service Ombudsman
11th Floor, Millbank Tower
Millbank, LONDON, SW1P 4QP
Telephone number: 0345 015 4033

Or you can visit their website at
Phso.enquiries@ombudsman.org.uk