

Holmes Chapel Health Centre

Patient Information Leaflet

Practice Complaints Procedure

Version: July 2016

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in Holmes Chapel Health Centre, please let us know.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a 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 what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

- Within 12 months of the incident that caused the problem; or
- Within 12 months of discovering that you have a problem. Primary care practitioners have discretion to waive this time limit if there are good reasons why you could not complain earlier.

Complaints should be addressed to the Practice Manager or any of the doctors. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. He 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 shall do

We aim to acknowledge your complaint within three working days of the date when you raised it with us. We shall keep you informed of progress if this is not going to happen. We expect to be able to offer you an explanation, or 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 you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem does not happen again.

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 their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness or are a child) of providing this. In these circumstances the practice has to be satisfied that the third party is generally acting in the best interest of the patient.

Complaining directly to NHS England

The GP Practice will deal with your complaint on behalf of the NHS. Complaints raised with one NHS organisation should not be raised with other organisations (as this causes duplication of effort within the NHS). Patients can complain directly to NHS England if they prefer, however it is felt by the Health Centre that GP Practice related complaints can be better resolved by complaining directly to the Health Centre. NHS England can be contacted via their Customer Contact Centre:

Telephone: 0300 311 22 33
E-mail: england.contactus@nhs.net
Post: NHS England, PO Box 16738, Redditch, B97 9PT

The Parliamentary and Health Service Ombudsman

If you remain unhappy after local resolution then you can complain directly to the Parliamentary and Health Service Ombudsman. The Ombudsman is completely independent of the NHS and Government. The Parliamentary and Health Service Ombudsman can be contacted as below:

Website: www.ombudsman.org.uk
Telephone: 0345 015 4033
E-mail: OHSC.Enquiries@ombudsman.gsi.gov.uk

Further Advice

- If you wish to discuss your complaint with someone to get further guidance you can contact the Patient Advice and Liaison Service:

Patient Advice and Liaison Service
Customer Solutions Centre
North West Commissioning Support Unit
3rd Floor
Bevan House
65 Stephenson Way
Liverpool
Merseyside L13 1HN
Tel: 0800 218 2333
Email: cmcsu.pals@nhs.net

Further Advice - Continued

- Healthwatch Advocacy provided by Merseyside & Cheshire Independent Complaints Advocacy on behalf of the NHS Eastern Cheshire Clinical Commissioning Group:

Healthwatch Advocacy
The Gateway Conference Centre
71 London Road
Liverpool
L3 8HY
Tel: 0808 801 0389
Email: merseysideandcheshire@healthwatchadvocacy.co.uk
Fax: 0151 298 3275

- Call NHS111 or your local Citizens Advice Bureau.
- The NHS Choices website has further information on the NHS complaints procedure - www.nhs.uk

NHS Policies

For further information about NHS policies please visit the websites below:

- The NHS Choices website has further information on the NHS complaints procedure – www.nhs.uk
- Department of Health – Freedom of information
- Department of Health – Data Protection Act 1998

Freedom of Information

The Freedom of Information Act covers all health bodies. The Act which was passed in November 2000, gives a general right of access to all types of 'recorded' information held by public authorities, it sets out exemptions from that right and places a number of obligations on public authorities. The Information Commissioner combines Freedom of Information and Data Protection and will enforce both acts. The Freedom of Information Act was enforced and implemented as of 01 January 2005.