

**DRS HARGREAVES,
WOODCOCK, ZIA & BURKE**

MILL STREET MEDICAL CENTRE

Patient Information Leaflet

Patient complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any staff working in the practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

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 details of your complaint

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

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. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be of great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 30-90 working days of the date when you raised it with us. We shall then be in a position 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) of providing this.

Complaining to the Health Authority

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

This does not affect your right to approach the local health authority if you feel you cannot raise your complaint with us or are dissatisfied with the result of our investigation.

Under the NHS Complaints Regulations 2009 you can either choose the service provider, in this case Mill Street Medical Centre, as our experience tells us that by dealing with them directly, concerns can often be sorted out quickly and to your satisfaction.

However, you may want NHS Cheshire & Merseyside Integrated Care Board to deal with your complaint as we commission the service that has caused you to complain.

The choice about who you want to deal with your complaint remains your decision.

To complain to NHS Cheshire & Merseyside Integrated Care Board

Telephone: 0800 132 996

Email: enquiries@cheshireandmerseyside.nhs.uk

Writing: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. We aim to give you the best possible service and we try to deal swiftly with any problems that may occur.

If you have any suggestions for improvements, or good comments on our service, we would be delighted to hear these too.

MILL STREET MEDICAL CENTRE



How to make a complaint