

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that *The Elms Medical Practice* keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The practice management team hope that if you have a problem, you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact NHS Cheshire & Merseyside. Your complaint will be acknowledged within 3 working days, and you will receive a response within 25 working days, or the timescale agreed with you.

It may be possible to arrange a conciliation/mediation meeting to discuss your complaint. This can happen before and/or after an investigation has been undertaken. Sometimes a meeting is useful in resolving a complaint. To raise a complaint the contact details are as follows:

Tel: 0800 132 996

Email: enquiries@cheshireandmerseyside.nhs.uk

NHS Cheshire and Merseyside
No 1 Lakeside,
920 Centre Park Square,
Warrington,
WA11QY

CCG, ICAS & OMBUDSMAN

CONTACTING THE CARE QUALITY COMMISSION

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE (ICAS)

If you need help to make your complaint, you can also contact your local ICAS. They will provide you with free help and support. Your Local ICAS contact details are:

Website: www.carersfederation.co.uk

Tel: 0808 802 3000

OMBUDSMAN

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Ombudsman who investigates complaints about the NHS in England after all attempts for a local resolution have been exhausted. This should be done within 12 months of the date of the letter telling you about the outcome of your complaint. You have the right to ask the Ombudsman to review your case. The Ombudsman promotes improvements in healthcare by assessing the performance of NHS organisations. The Ombudsman's Complaints contact details are as follows:

Tel: 0345 015 4033

Email: Phso.enquiries@ombudsman.org.uk

Text phone (Minicom): 0300 061 4298

THE ELMS MEDICAL PRACTICE

Compliments & Complaints Leaflet

LET THE PRACTICE KNOW YOUR VIEWS

PARTNERS

Dr D Snowden
Dr A Magrath
Dr O Jackson

PLEASE TAKE A COPY

(Revised June 2023)

LET THE PRACTICE KNOW YOUR VIEWS

The Elms Medical Practice is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

TELL US ABOUT OUR SERVICE BY COMPLETING THE COMMENTS FORM IN THIS LEAFLET

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: *If you make a complaint, it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment, or support.*

HOW TO COMPLAIN

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the **Office Manager** who will try to resolve the issue and offer you further advice on the complaint's procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months of discovering that you have a problem, provided this is within 12 months

The practice will acknowledge your complaint. The practice will also let the complainant know of the timescales required to deal with the complaint. The complaint will be properly investigated and reported back to you in a way that we have agreed with you. When the practice investigates your complaint, it aims to:

- Ascertain the full circumstances of the complaint
- Plan for you to discuss the problem, if necessary, with those concerned
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

COMPLIMENTS, COMPLAINTS AND COMMENTS FORM

Name: _____

Address: _____

Telephone: _____

Date of comment: _____

Details: _____

Signed: _____