**PATIENT COMPLAINTS PROCEDURE Millcroft Medical Centre**

**We always try to give the best service possible, but there may be times when you feel this hasn’t happened.**

**If you have a complaint about the service you have received from the Doctors, Nurses or any staff working in the Practice, please do let us know. We genuinely welcome complaints and patient feedback. We want to correct things that have gone wrong, prevent them from happening again and so improve the service provided to all our patients.**

**Making a complaint will not affect your future medical treatment and no records of complaints are kept in your medical record*.***

**How to complain**

We hope that most problems can be sorted out quickly, 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, please let us know as soon as possible.

It may not be possible to deal with complaints made 12 months or more after a problem or incident has occurred.

Complaints made in writing can be addressed to the Complaints Team or to any of the GPs. Alternatively, you can ask to speak on the telephone to one of the Complaints Managers, or to meet in person to discuss the matter, although we may have to make an appointment with you to do this. We will explain the complaints procedure to you and make sure your concerns are dealt with promptly. It is a great help if you can give as much detail as possible about your complaint. If you do not want to raise the matter with the Practice yourself, you can ask Cheshire and Merseyside ICB to complain on your behalf. Their details are given in this leaflet.

**What we will do**

We will acknowledge your complaint within 3 working days and will agree a timescale for investigating your complaint. This is usually within 2 calendar months, although many complaints are resolved much more quickly than this. If there is likely to be a delay, we will keep you informed of this. We will then be able to offer you an explanation, or a meeting with the people involved.

When we look into your complaint we aim to:

* Find out what happened and what went wrong, and explain this to you.
* Make it possible for you to discuss the problem with those involved, if you would like to do this, or discuss it with someone else at the practice where you would prefer.
* Make sure you receive an apology, where this is appropriate.
* Identify what we can do to make sure this problem doesn’t happen again.

**Complaining on behalf of someone else**

We have to keep strictly to the rules of medical confidentiality.

If you are complaining on behalf of someone else, we have to be sure 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) to provide this. The complaint form on the back of this leaflet provides a place for such consent to be given.

**Complaints form – please see the back of this leaflet.**

You may use this form or set out the complaint in your own way in a letter. You can also make your complaint in person or over the telephone - if you do so please make sure all details are checked and agreed. Please do not hesitate to contact any of the Complaints Managers who will be pleased to assist you.

**What if I am not happy with the Practice’s reply?**

If you are not satisfied with the outcome of your complaint, you have the right to ask the Parliamentary Commissioner for Health (the Ombudsman) to review your case.

Their contact details are as follows:-

**Parliamentary and Health Service Ombudsman   
Millbank Tower, Millbank,  
London, SW1P 4QP.**

Their office has a **telephone Helpline on 0345 015 4033.** They can give advice on the best way to take your complaint further if this is your wish. **Textphone (Minicom): 0300 061 4298**

Calls cost the same as a call to a UK landline.

The Helpline is open 8:30am to 5:30pm, Monday to Friday

**Where can I get more help and information?**

* **Cheshire and Merseyside ICB**

**If you wish to complain directly to the ICB you can write to them at:-**

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

**e-mail on** [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

**or telephone** 0800 132 996

* **Healthwatch, Cheshire East supports patients and their carers wishing to pursue a complaint about their NHS treatment or care. They may be contacted on 0300 323 0006. Their website address is** [**www.healthwatchcheshire.org.uk**](http://www.healthwatchcheshire.org.uk)**.**
* **Independent and Charitable bodies**

**Organisations such as Citizens Advice, Age Concern, Help the Aged or POhWER can also offer advice and support, or assistance with raising a complaint.**

**MILLCROFT MEDICAL CENTRE - COMPLAINTS FORM**

**Person making the complaint**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient details (if different from above)**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Details of complaint**

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(Please attach additional sheets if necessary)

**Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Where the person complaining is not the patient.**

**I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ agree that the complaint above can be made on my behalf by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I agree the Practice may disclose (as far as is necessary to answer the complaint) confidential information about me from my medical records.**

**Patient’s signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_**