

HIGH STREET MEDICAL PRACTICE PRACTICE PROFILE

Senior Partner
Dr Penny Preston
MBChB, MRCGP

Joined the practice in 2017.

Salaried GP
Dr Maria de la Torre.

Salaried GP
Dr Mark Mitchell.

Sharon Meakin—Practice Manager.

Our aim is to ensure we provide you with a high quality, first class patient service. If we have failed, we would like the opportunity to discuss this with you. Please come and talk to us so we can help put things right.

However, if we have got it right, please tell us. It is just as important to us to know that we have made your contact with the practice as smooth and as pleasant as possible.

You could do this directly to the staff, or leave your comments via the NHS Choices Website



HIGH STREET MEDICAL PRACTICE

**Compliments,
Comments or
Complaints
about our
services**



Patient Information

HIGH STREET MEDICAL
PRACTICE
Dene Drive Primary Care Centre
Dene Drive
Winsford

Tel: 01606 544130

<http://www.highstreetmedicalpractice.co.uk>

Complaint?



Please tell us if we have done something wrong. We would welcome the opportunity to put things right for you.

How to complain

We hope that most problems can be sorted easily and quickly, often at the time they arise and with the person concerned.

All written and verbal complaints made to the practice will be acknowledged within 3 working days **unless** it is resolved to the patient's satisfaction by the end of the next working day.

Complaints should be addressed to:
Sharon Meakin, Practice Manager
(complaints manager for the practice) or to:
Dr Penny Preston, Senior Partner
(responsible for ensuring compliance with the arrangements).

Alternatively the patient may ask for an appointment with the Practice Manager in order to discuss their concerns. A complaint must usually be made within 12 months of an incident happening.

People wishing to complain may do so verbally, in writing or electronically to either the:

- Practice Manager
- PALS (VRCCG)
- Freedom to Speak Up Guardian
- Merseyside & Cheshire Healthwatch
- NHS England North (Cheshire & Merseyside)
- ICAS (Independent Complaints Advocacy Service)
- Health Service Ombudsman
- Customer Care Team (for complaints re care at Mid Cheshire Hospitals)

What we will do

We will acknowledge receipt of the complaint within 3 working days and agree a time scale for investigating with the complainant.

We will aim to:-

- Establish what happened and what went wrong
- Make it possible for the complainant to discuss the problem
- Make sure the complainant receives an apology where this is appropriate
- Identify what we can do to avoid the problem recurring.
- Send the complainant a written response as soon as reasonably practicable after completing the investigation.

If the complainant feels that the matter has not been resolved to their full satisfaction, inform them of their right to take the complaint to PALS/VRCCG. NHS England Complaints, Healthwatch, ICAS, or the Health Service Ombudsman.

Complaints about care received from Mid Cheshire Health Trust (Leighton Hospital, VIN or Elmhurst) are directed to Customer Care Team, Leighton Hospital/ VIN Tel: 01270 612410
Email: customer-care-team@mcht.nhs.uk

Complaint on behalf of someone else

We keep strictly to the rules of medical confidentiality. If someone is complaining on behalf of a patient, the practice needs to be satisfied that there is reasonable ground for this method of representation, and that the third party is genuinely acting in the best interests of the individual and has their written consent (unless there is incapacity through illness).

When a complaint is made on behalf of a child, the practice needs to be satisfied that there are reasonable grounds for the complaint being made by the individual rather than the child.

We do hope that the complaint can be resolved locally through our practice complaints procedure. However the complainant should also be aware that they can complain directly to:

PALS and Complaints (Vale Royal CCG)
Bevan House
Nantwich
CW5 5RD
Tel: 01270 275390
complaints.nhsvaleroyalccg@nhs.net

PALS Complaints Team (mental health)
Redsmere, Countess of Chester Health Park
Liverpool Road
Chester
CH2 1BQ
Tel: 0800 195 4462
pals@cwps.nhs.uk

Your local Freedom to Speak Up Guardian
Tina Cookson
tinacookson@nhs.net
Tel: 07989 284771

Merseyside & Cheshire HealthWatch
(free independent service)
Tel: 0808 801 0389
merseysideandcheshire@healthwatchadvocacy.co.uk

NHS England Complaints
PO Box 16738
Redditch
B97 9PT

ICAS (Independent Complaints Advocacy Service)
North West
0808 802 3000 or
www.carersfederation.co.uk

Health Service Ombudsman
Millbank Tower
Millbank
London
SW1J 4QP
Tel: 0345 015 4033
Phso.enquiries@ombudsman.org.uk