

Our Mission Statement:

Dedicated to providing
a high quality caring
service to all our
patients.

Haslington Surgery
Crewe Road,
Haslington
Crewe
Cheshire
CW1 5QY.

Tel: 01270 275900

www.haslingtonsurgery.nhs.uk

HASLINGTON SURGERY

PRACTICE PROFILE

Dr Jonathan Hill
MB ChB University of Manchester.
Year of qualification: 1990.
Male.

Dr Anthony Entwistle.
MB ChB University of Liverpool.
Year of qualification: 1991.
Male.

Dr Elisabeth Findlay-Domes
MD LRCP LRCS LRCPS.
Year of qualification: 1996.
Female.

Dr Paul Uglow.
MB BS University of London.
Year of qualification: 1999.
Male.

Victoria Malkin
Senior Practice Nurse.
Registered Nurse 15/03/1998.
Female.

Gillian Hughes
Senior Practice Nurse.
Registered 03/01/1988.
Female.

Zoe Poynton
Practice Nurse.
Registered 20/07/2021.
Female.

Chris Moreton B.A. (Hons), PGCE, MPMA.
Practice Manager.
Male.

HASLINGTON SURGERY

**Compliments
or Complaints
about our
services**



HOW DO I GIVE FEEDBACK?

How to pass on a compliment:

We appreciate you taking time to feedback this information to us.

Could you please provide as much detail as possible, including staff names, involved in your care on the day in question.

This information will be used to guide best practice in the Surgery and development of staff members.

We feel that this is a very useful and important tool for the Surgery.

Compliments should be addressed to:

Chris Moreton (Practice Manager) .

or:

Dr Hill (Senior Partner).

How to pass on a complaint:

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:

Chris Moreton (Practice Manager)

or to:

Dr Hill (Senior Partner)

Alternatively the patient may ask for a complaint form, or 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.

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. This is usually within 28 days, from the receipt of the complaint.

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

Possible complaint next steps:

If the complainant feels that the matter has not been resolved to their full satisfaction, they have a right to take the complaint to, any of the following:

-PALS and Complaints (South Cheshire CCG)

Bevan House

Nantwich

CW5 5RD

Tel: 01270 275390

complaints.nhssouthcheshireccg@nhs.net

-Merseyside & Cheshire HealthWatch

(free independent service)

Tel: 0808 801 0389

merseysideandcheshire@healthwatchadvocacy.co.uk

ire@healthwatchadvocacy.co.uk

-ICB, MHS Cheshire and Merseyside.

Patient Experience Team,

No1 Lakeside,

920 Centre Park Square,

Warrington,

WA11QY.

Tel: 0800 132996

enquiries@cheshireandmerseyside.nhs.uk

-ICAS (Independent Complaints Advocacy Service)

North West

0808 802 3000 or

www.carersfederation.co.uk

-Health Service Ombudsman

Millbank Tower

Millbank

London

SW1JP 4QP

Tel: 0345 015 4033

Phso.enquiries@ombudsman.org.uk

-Care Quality Commission (CQC)

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

enquiries@cqc.org.uk

Please note, 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