

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the practice follows strict rules of confidentiality. If you are complaining on behalf of someone else, we need to know that you have his or her 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

NHS Bury ICB

If you have a complaint relating to the way an NHS service has been commissioned by your Integrated Care Board (ICB), or you have been directly affected by a commissioning decision made by the ICB, please write to:

Patient Services Team

NHS Bury ICB,
Townside Primary Care Centre
1 Knowsley Place
Knowsley Street,
Bury, BL9 0SN.

Or via telephone call: **0161 271 3110**

Or via email

gmicb-bu.burypatientservices@nhs.net

If you have a genuine concern about a staff member or regulated activity carried on by this practice or if you have a complaint about the CCG, the NHS 111 service, please contact the **Care Quality Commission**

Tel. 03000 616161, or alternatively visit the following website: www.cqc.org.uk

OMBUDSMAN

If you feel that your concerns have not been addressed, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigate complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or visit www.ombudsman.org.uk or Text phone (Minicom): 0300 061 4298.

PRACTICE COMPLAINTS PROCEDURE

In the first instance if you are concerned, please email or write to:

Whitefield Health Centre, Bury New Road,
Whitefield, Manchester, M45 8GH.

or email at:

gmicb-bu.uplandsmedicalpractice@nhs.net

The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets the national criteria set by NHS England.

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.

Please kindly address all complaints for the attention of the Complaints Manager, Malisha Fatima, who will ensure your complaint is processed through the correct procedures. *Malisha Fatima is the Complaints Manager and Dr Ifat Hussain is the Responsible Person for The Uplands Medical Practice*

You can also submit your complaint to:

Complaints, Bury – NHS GM,
Townside Primary Care Centre,
1 Knowsley Place,
Knowsley Street,
Bury, BL9 0SN
gmicb-bu.burypatientservices@nhs.net

Call:

0161 271 3110 for complaints
0161 253 5959 for informal patient advice, support and information.



Whitefield Health Centre, Bury New Road, Whitefield,
Manchester, M45 8GH.

Tel. 0161 766 8221

www.theuplandsmp.nhs.uk

gmicb-bu.uplandsmedicalpractice@nhs.net

COMPLAINTS & COMMENTS LEAFLET

LET US KNOW YOUR VIEWS

PRINCIPAL Practitioner

Dr Ifat Hussain (female)

GMC: 6145405

SUPPORTING Practitioners

Dr Nidhi Sharma GP (female), Dr Tolulope Ogundapo GP (female), Dr Ali Anjum GP (male), Dr Uchenna (male)

PRACTICE Nurses

Shaheen Bi [female], Fawn Heap [female], Justine Ainscough [female], James Butler [male]

PHARMACY Team

Chirag Makadia [male], Zeeshan Saba [male], Nafisha Mamu [female], Hannah Lowe [female]

COMPLAINTS Manager

Malisha Fatima [female]

PHYSIOTHERAPY Practitioners

Matthew Roberts [male], David Smale [male]

PARAMEDIC Practitioner

Lydia Fairclough [female]

PLEASE TAKE A COPY

[Revised Jan 2024]



LET THE PRACTICE KNOW YOUR VIEWS

The 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 we continue to build and improve upon the service it offers.

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

To help us improve on our services please tell us...

- Could you easily get through on the telephone?
- Did you get an appointment with your preferred clinician? [Doctor, Nurse, ARRS or the HCA]
- Were you seen approximately within 10 minutes of your scheduled appointment time?
- Were the staff helpful and courteous?
- Please tell us what more we can do.
- Please post in the comments box on the reception desk, *Thank you*

ICAS - INDEPENDENT COMPLAINTS AND ADVOCACY SERVICE

ICAS is a national service that supports and helps people to make their complaint. Your local ICAS service can be found by calling: **0300 456 2370**
POhWER

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 practice 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.

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 one year of the incident that caused the problem
- *The practice will acknowledge your complaint within 3 working days.*

We may arrange a meeting with you to discuss the complaint, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint.
- Make arrangements for you to discuss the problem with those concerned, if you would like this.
- Identify what the practice can do to make sure the problem does not happen again.

COMPLAINTS AND COMMENTS FORM

Print Name: _____

Address: _____

Postcode: _____

Telephone: _____

Date of complaint/comment: _____

Brief details:

Signed: _____

Please hand this form to reception or put in the suggestion box in the waiting room. Other ways to submit a complaint:

1. Write in your complaint via email or send it to the practice using the address on the front page of this leaflet.
2. Hand deliver the complaint by handing it to one of our receptionists marked for the attention of the Complaints Manager.
3. Scan QR code on front page.