**Comments**

You may not want to complain about any of the services at Bodey Medical Centre, but you may have some comments or suggestions to make, about how you think something could be improved. If this is the case, please write your comments/suggestions in the section provided on this leaflet and place it in the red comments & Suggestions box above.

Alternatively, you could post your comments to:

Practice Manager

Bodey Medical Centre

Ladybarn Court

28 Ladybarn Lane

Fallowfield

Manchester

M14 6WP

Tel: 0161 248 6644

Email: gmicb-mh.Bodeyreception@nhs.net

Or you could comment via our surgery website

[www.bodey.co.uk](http://www.bodey.co.uk)

**My comments/suggestions are…..**

**Name:**

**Address:**

Please supply name and address if you require a response. Thank you.

**يرجى كتابة أي تعليقات / اقتراحات فوق**

**请写出上述任何意见/建议**

**Proszę napisać jakieś uwagi / sugestie powyżej**

 **BODEY MEDICAL CENTRE**

**Bodey Medical Centre**

Guide to submitting

Comments, Compliments

& Complaints

about our services

**Comments, Compliments & Complaints**

Most People are satisfied with the services they receive and are reluctant to complain if something gives then cause for concern or dissatisfaction.

However, Bodey Medical Centre welcomes constructive criticism of its services, as the information received is invaluable in order to improve the quality of services offered.

The following information is a guide to help you use and informs you of the Complaints Procedure at Bodey Medical Centre.

**Complaints**

A complaint should be made as soon as possible after the incident/event has occurred. The time limit is generally twelve months. However, there are certain circumstances which may prevent a complaint from being made within this time limit, in which case the time limit may be extended at the discretion of the partners.

Formal complaints need to be submitted in writing (where possible) for the attention of the practice manager. The acknowledgement will be sent within one week. The complaint will then be fully investigated and a response will be sent within a reasonable timeframe.

**What if you are not satisfied with the response?**

If you are dissatisfied with the initial response please contact us. Your concerns will be readdressed and following further investigation a response will be provided. If you still remain dissatisfied, you have the right to request an investigation by the Parliamentary & Health Service Ombudsman (PHSO)

**Parliamentary &Health Service**

**Ombudsman (PHSO)**

Milbank Tower

Milbank

London

SW1P 4QP

**Tel: 0345 015 4033**

**Independent Complaints**

If you would prefer your complaint was not dealt with initially by the practice you can contact the Greater Manchester Integrated Care Complaint Team

**GMICB Complaints Team**

Complaints,
Manchester – NHS GM,
Manchester Feedback and Complaints Service
PO Box 532, Town Hall
Manchester, M60 2LA

**Email:** nhscomplaints@manchester.gov.uk

**Call: 0161 953 8388**

**Compliments**

It is a great morale booster for our staff when patients, or their relatives, rake the time to write to us in appreciation if the treatment and care they have received. Such correspondence is always recorded and passed onto the staff concerned.

These compliments can be submitted through the NHS choices website at <https://www.nhs.uk/services/gp-surgery/bodey-medical-centre/P84035/leave-a-review>, via email to gmicb-mh.bodeyreception@nhs.net , by visiting our website [www.bodey.co.uk](http://www.bodey.co.uk) , or you can write to the practice manager at

Bodey Medical Centre,

Ladybarn Court,

28 Ladybarn Lane,

Fallowfield,

Manchester,

M14 6WP