



Manchester
Health & Care
Commissioning

How to make a complaint about your GP Practice



The NHS wants you to be happy with the care and treatment you get when you go to your GP Practice (your Doctor's Surgery)

If you are not, you can make a complaint

This will tell the GP Practice what you think has been done wrong

It will give them the chance to make it right and do things better in the future



How to make a complaint

Tell the Practice Manager at your GP Practice.
You can see them, phone them, or write to them.

If you make a complaint:

- They must look into it
- Tell you what they find out
- Say what they will do about it



It is a good idea to write down:

- Date, time and place it happened
- Who you saw
- If anyone else saw what happened
- What happened that you did not like



The NHS are very serious about complaints,
so make sure you give all the **facts**.

You can get someone to help you, or come with you.
This can be a relative, carer, friend, or advocate.





You can make a complaint for someone else, but you must have their **consent**.

Consent means that someone allows you to do something for them.

The Practice Manager may be able to sort things out there and then. If they cannot, they should:



- Write to you, or tell you that they have got your complaint. They must do this in 3 days or less (Weekends and Bank Holidays are not counted).

- Tell you how long it will take them to look in to what happened.

- Agree when they will let you know their answer.

- If it will take time to look into your complaint, they will tell you what is going on.

- When they have looked into your complaint, the GP Practice will tell you in a letter.



NHS staff have to keep things you tell them private.



Making a complaint will not affect the way you are treated in the future.



If you do not want to complain to the GP Practice

You can make the complaint to:



NHS England Contact Centre

PO Box 16738

Redditch

B97 9PT



Telephone: 0300 311 22 33

Email: england.contactus@nhs.net



If you want some help to make a complaint

You can get free advice from:



The Independent Complaints Advocacy Service

Gaddum Centre

6 Great Jackson Street

Manchester

M15 4AX



Telephone: 0161 214 3904

Email: advocacy@gaddum.co.uk

Website: www.manchesteradvocacyhub.co.uk



If you are not happy with how your complaint is answered



Tell the Practice Manager to see if there is anything else they can do.

On the letter they give you, it will tell you how to get your complaint looked at again.

This will be done by the:



Parliamentary Health Service Ombudsman

Telephone the PHSO Customer Helpline:



Telephone: 0345 015 4033



This line is open: 8:30am to 5:30pm

Monday to Friday (but not Bank Holidays)

Calls are charged at local or national rates



There is also a Text Service.

This will call you back if you leave your name and mobile number.



Telephone: 07624 813 005



Website: www.ombudsman.org.uk

Respect

If something has happened that you are not happy about it may make you feel angry or upset.



You should always be treated with respect by us, but we will not allow anyone to abuse or threaten our staff.

Accessible Information Standard



The NHS will give you information in a way you can understand. Tell us if you need information in any special way, such as in big print, audio format or a different language.



Manchester Health and Care Commissioning is the National Health Service and Manchester City Council working together to plan and buy NHS health and adult social care services for people who live in Manchester.

www.mhcc.nhs.uk



This more accessible version was produced in **October 2018** for Manchester Health and Care Commissioning by Manchester People First, a self-advocacy group for adults with a learning disability.



www.manpf.org