

TAKING IT FURTHER

We hope that if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

This does not affect your right to approach NHS England or Patient services.. If you feel that you cannot raise your complaint with us, you can contact them at the addresses below:

NHS England

PO Box 16738

Redditch B97 9PT

0300 311 22 33 M– F 8am to 6pm
excl bank holsEng-
land.contactus@nhs.net

Patient Services

Salford CCG
Civic Centre
Swinton
Manchester
M27 5AW
0161 212 6270

If you remain dissatisfied with the outcome of their investigation, you may refer matters to:

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP
0345 0154033
www.ombudsman.org.uk

Care Quality Commission

Website – www.cqc.org.uk
Telephone – 03000 616161
Email address – enquiries@cqc.org.uk

THE LIMES MEDICAL CENTRE
8/12 HODGE ROAD
WORSLEY
MANCHESTER
M28 3AT
0161 790 8621

COMPLAINTS PROCEDURE

LISTENING

ACTING

IMPROVING

PATIENT INFORMATION LEAFLET
Updated October 2020

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate an in house practice complaints procedure as part of a NHS system for dealing with complaints and meets national criteria.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a formal complaint, we would like you to let us know as soon as possible, ideally within a matter of days. This will enable us to establish what happened more easily.

Complaints should be addressed to Mrs Karen Kirkman practice manager. Alternatively, you may ask for an appointment with her to discuss your concerns. We assure you that your concerns will be dealt with promptly.

COMPLAINING ON BEHALF OF SOME-ONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is available upon request from the practice manager.

WHAT WE WILL DO

We shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within the next 10 working days. We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint we shall aim to :

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned if you would like this
- Make sure that you receive an apology, if

this is appropriate

- Identify what we can do to ensure that the problem does not happen again.

If we expect the investigation to take longer than 10 working days, we will explain the reason for the delay and tell you when we expect it to finish.

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It is the practice policy to learn by our mistakes and respond to patients' complaints, suggestions and comments in a positive way.