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Dr M Leahy
Dr J Bendelow
Dr H Bower
Dr J Abushena
Dr V Sajjan
A Rimmer ANP
S Fleury ANP
L Simmonds ANP

PATIENT COMPLAINTS PROCEDURE

- We offer a practice complaints procedure to deal with comments, suggestions and complaints
- Our aim is to give the highest possible standard of service, and we try to deal swiftly with any problems that may occur
- Please give your details to the receptionist who will pass on to the Practice Manager . She will endeavour to contact you the same or next day. It is our priority to resolve any concerns which arise at an early stage
- If you write a letter your complaint will be acknowledged within 3 days and you will receive a written reply or an offer to meet us within ten days of receipt
- Occasionally if we have to make a lot of enquiries it may take a little longer, but we will keep you informed
- You may bring a friend or relative with you to the meeting
- We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed
- We hope that at the end of the meeting you will feel satisfied that we have dealt with the matter thoroughly
- However, if this is not possible and you wish to continue with your complaint , we will furnish you with a copy of notes taken at the meeting and direct you to Parliamentary and Health Service Ombudsman who will be able to help you

The Parliamentary and health Service Ombudsman
Millbank tower
Millbank
London
SW1P 4QP

OR if you wish you may go directly to NHS England 0300 3112233

E-mail : england.contactus@nhs.net

(Please do not go to Stockport CCG)

- Please note that our practice procedure is not able to deal with questions of a legal liability or compensation.

PERIOD WITHIN WHICH COMPLAINTS CAN BE MADE

The period for making a complaint is normally

- 12 months from the date on which the event, which is the subject of the complaint occurred or
- 12 months from the date on which the event which is the subject of the complaint, comes to the complainants notice

COMPLAINING ON BEHALF OF SOMEONE ELSE

- We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident, it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter

Please note that we are unable to discuss any issue relating to someone else without their express permission which must be in writing, unless the circumstances above apply

We may still need to correspond directly with the patient, or may be able to deal directly with the third party and this depends on the wording of the authority provided by the patient.