

# WEAVER VALE SURGERY

## PRACTICE PROFILE



**GP Partner**  
**Dr Alexandra Fulton**  
MBChB BSc DGM DCH DRCOG  
DFSRH MRCGP  
PGCert MedEd  
Year of qualification: 2005



**GP Partner**  
**Dr Dale Burgess**  
Msc, MRCGP, MBChB  
Year of qualification:  
2004/2010/2013/2017



**Salaried GP**  
**Dr Katie Everton**  
MBChB, PGCert MedEd, MRCGP  
Year of qualification: 2012



**Salaried GP**  
**Dr Kimberly Wilson**  
MBChB (Hons), DFRH, MRCGP  
Year of qualification: 2007



**Salaried GP**  
**Dr Stephanie Toon**  
MBChB (Hons), MRCGP  
Year of qualification: 2011



**Salaried GP**  
**Dr Sarah Woodhead**  
MBChB (Hons), MRCGP, DRCOG,  
DFSRH Year of qualification: 2007



**Salaried GP**  
**Dr Daniel Magona**  
MBChB MRCGP  
Year of qualification: 2013



**Salaried GP**  
**Dr Clare Dawson**  
MBChB, MRCGP  
Year of qualification: 2010 / 2017

### Linda Donegan, Practice Manager



Linda holds the Amspar Diploma in Practice Management and the ILM Diploma in Management and has been employed in general practice since 1997. She is responsible for the management and development of the practice.

Our aim is to ensure we provide you with a high quality, first class patient service. If we have failed, we would like the opportunity to discuss this with you. Please come and talk to us so we can help put things right.

However, if we have got it right, please tell us. It is just as important to us to know that we have made your contact with the practice as smooth and as pleasant as possible.

You could do this directly to the staff, or email [cmicb-cheshire.weavervaleadmin@nhs.net](mailto:cmicb-cheshire.weavervaleadmin@nhs.net)  
You can also leave feedback via the Friends and Family Questionnaire, simply scan the QR code below.



# WEAVER VALE SURGERY

## Compliments, Comments or Complaints about our services



## Patient Information

WEAVER VALE SURGERY  
Dene Drive Primary Care Centre  
Dene Drive  
Winsford  
CW7 1AT

Tel: 01606 544000  
Email: [cmicb-cheshire.weavervaleadmin@nhs.net](mailto:cmicb-cheshire.weavervaleadmin@nhs.net)  
<http://www.weavervalesurgery.nhs.uk>

# Complaint?



Please tell us if we have done something wrong. We would welcome the opportunity to put things right for you.

## How to complain

We hope that most problems can be sorted easily and quickly, often at the time they arise and with the person concerned.

All written and verbal complaints made to the practice will be acknowledged within 3 working days **unless** it is resolved to the patient's satisfaction by the end of the next working day.

Complaints should be addressed to:  
Linda Donegan, Practice Manager  
(complaints manager for the practice).

Alternatively the patient may ask for an appointment with the Practice Manager in order to discuss their concerns. A complaint must usually be made within 12 months of an incident happening.

People wishing to complain may do so verbally, in writing or electronically to either the:

- Practice Manager
- PALS
- Freedom to Speak Up Guardian
- Cheshire & Merseyside Healthwatch
- NHS Cheshire & Merseyside
- ICAS (Independent Complaints Advocacy Service)
- Health Service Ombudsman
- Customer Care Team (for complaints re care at Mid Cheshire Hospitals)

All contact details are noted at the end.

## What we will do

We will acknowledge receipt of the complaint within 3 working days and agree a time scale for investigating with the complainant.

We will aim to:-

- Establish what happened and what went wrong
- Make it possible for the complainant to discuss the problem
- Make sure the complainant receives an apology where this is appropriate
- Identify what we can do to avoid the problem recurring.
- Send the complainant a written response as soon as reasonably practicable after completing the investigation.

If the complainant feels that the matter has not been resolved to their full satisfaction, inform them of their right to take the complaint to PALS/VRCCG. NHS England Complaints, Healthwatch, ICAS, or the Health Service Ombudsman.

Complaints about care received from Mid Cheshire Health Trust (Leighton Hospital, VIN or Elmhurst) are directed to Customer Care Team, Leighton Hospital/ VIN Tel: 01270 612410  
Email: [customer-care-team@mcht.nhs.uk](mailto:customer-care-team@mcht.nhs.uk)

## Complaint on behalf of someone else

We keep strictly to the rules of medical confidentiality. If someone is complaining on behalf of a patient, the practice needs to be satisfied that there is reasonable ground for this method of representation, and that the third party is genuinely acting in the best interests of the individual and has their written consent (unless there is incapacity through illness).

When a complaint is made on behalf of a child, the practice needs to be satisfied that there are reasonable grounds for the complaint being made by the individual rather than the child.

We do hope that the complaint can be resolved locally through our practice complaints procedure. However the complainant should also be aware that they can complain directly to:

PALS Complaints Team (mental health)  
Redsmere, Countess of Chester Health Park  
Liverpool Road  
Chester  
CH2 1BQ  
Tel: 0800 195 4462  
[pals@cwpa.nhs.uk](mailto:pals@cwpa.nhs.uk)

Your local Freedom to Speak Up Guardian  
Tina Cookson  
[tinacookson@nhs.net](mailto:tinacookson@nhs.net)  
Tel: 07989 284771

Cheshire & Merseyside HealthWatch  
(free independent service)  
Tel: 0808 801 0389  
[merseysideandcheshire@healthwatchadvocacy.co.uk](mailto:merseysideandcheshire@healthwatchadvocacy.co.uk)

NHS Cheshire & Merseyside Complaints  
Patient Experience Team  
No 1 Lakeside  
920 Centre Park Square  
Warrington  
WA1 1QY  
Tel: 0800 132 996  
[enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

ICAS (Independent Complaints Advocacy Service)  
North West  
0808 802 3000 or  
[www.carersfederation.co.uk](http://www.carersfederation.co.uk)

Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033  
[Phso.enquiries@ombudsman.org.uk](mailto:Phso.enquiries@ombudsman.org.uk)