

Practice Complaints Procedure

**Dearden Avenue Medical
Practice
4 Longshaw Drive
Little Hulton
Worsley
M28 0BB**

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

How to Complain

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

happened more easily. If it is not possible to do this, please let us have the detail of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager or Dr. Dr.Khan. Alternatively, you may ask for an appointment with PM in order to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What will we do?

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 10 working days from the date that you raised it with us. 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 this problem with those concerned, if you would like to;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to ensure this problem does not happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Complaining to the Health Authority

We hope that if you have a problem you will use the practice complaints procedure. We believe that this give us the best chance of putting right what has gone wrong and an opportunity to improve our practice. Complaining via the practice does not affect your right to approach your local Health Authority if you feel that you cannot raise your complaint with us **or** you are dissatisfied with the outcome of our investigation. For further advice you should contact:

Please note that if a patient wishes to make a complaint about a Primary Care service (GP, community pharmacy, dentistry, optometry) they should do so via the following "NHS England - Contact Us" route:

Patients who have a comment or complaint about a hospital, mental health or community trust should contact the provider directly or contact their local CCG who will be able to help.

You may also like to contact the Community Health Council for help. The addresses and telephone numbers of their local offices are as follows:

Comments,
Suggestions,
Complaints?

- **By post to: NHS England. PO Box 16738. Redditch. B97 9PT.**
- **By email to: england.contactus@nhs.net**
- **By telephone: 0300 311 22 33.**

opening hours are 9am to 3pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. Closed on bank holidays.