

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:

Salford Patient Services—NHS GM

Civic Centre
Swinton
Manchester
M27 5AW

Telephone: 0161 779 8800

Email:
nhsgm.patientservices@nhs.net

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

The Parliamentary and Health Service Ombudsman

Citygate
51 Mosley Street
Manchester
M2 3HQ

Telephone: 0345 0154033

Website: www.ombudsman.org.uk

Care Quality Commission

Website: www.cqc.org.uk

Telephone: 0300 061 61 61

Email: enquiries@cqc.org.uk

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

COMPLAINTS PROCEDURE

LISTENING

ACTING

IMPROVING

PATIENT INFORMATION LEAFLET
Updated: June 2025

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 the Complaints 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 SOMEONE 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 10 working days, and aim to have looked into your complaint within the next 28 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 28 working days, we will keep you updated with an explanation for the delay and inform you when we expect it to be concluded.

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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.