

# SWAN LANE MEDICAL CENTRE



## PRACTICE COMPLAINTS LEAFLET

Swan Lane  
Bolton  
BL3 6TL

Telephone: 01204 661600  
Email: [gmicb-bol.p82004@nhs.net](mailto:gmicb-bol.p82004@nhs.net)

Web site: [www.swanlanemedicalcentre.nhs.uk](http://www.swanlanemedicalcentre.nhs.uk)

## Practice Complaints Procedure

If you have any complaint or concern about the service you have received from the doctors or staff working for this surgery you are entitled to ask for an explanation. (For staff who are not employed by Swan Lane Medical Centre but have been working in the surgery, please enquire at reception for complaint details). We operate an informal, resolution procedure to deal with your complaints. This procedure does not deal with matters of legal liability or compensation. Nor does it affect your right to seek compensation in law. In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority. Alternatively you have the right to make a formal complaint to NHS Greater Manchester Integrated Care Board, Bolton Locality, Governance & Safety Department if you so wish (contact details are below).

### Who to Talk To

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and they will assist you where possible. Alternatively, ask to speak to the Practice Manager.

### 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 this is not possible and you wish to make a complaint, we would like you to let us know as soon as possible. This will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within twelve months of the incident that caused the problem OR
- Within twelve months of discovering that you have a problem

Your complaint should be addressed to the Practice Manager who will ensure that it is investigated thoroughly and as speedily as possible. It will be a great

help if you are as specific as possible about your complaint and any outcomes you would like to see.

### **Third Party Complaints**

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent from them to do so. A third-party patient complaint form is available from reception.

#### **I want to complain to a third-party**

If for any reason you do not want to speak to a member of our staff, then you can request that the Integrated Care Board (ICB) investigate your complaint. They will contact us on your behalf.

Greater Manchester Integrated Care Board  
NHS Greater Manchester  
Tootal, 56 Oxford Street  
Manchester M1 6EU  
Tel: 0161 357 1598  
Email: [gm.icp@nhs.net](mailto:gm.icp@nhs.net)

### **What Happens Next?**

We will acknowledge your verbal, face to face or written complaint within three working days, verbally or in writing. You will be offered the opportunity to discuss and agree a plan of how the complaint will be handled either by telephone or in a meeting. 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 you receive an apology, where this is appropriate
- Identify what we can do to reduce the risk of the problem happening again

A copy of our complaints form is available; you may use it to complain on behalf of someone else although we cannot disclose any confidential

information without the appropriate consent. You do not have to use the form, if you prefer you can set out your complaint in your own way or we can help you write down your complaint. If you need help contact the Practice Manager.

Someone within the surgery will then investigate your complaint. It is likely that, as a first step, the investigator will contact you directly to ensure that he/she fully understands your complaint. The investigator will then interview appropriate members of the practice staff and may inspect relevant documents. We aim to contact you again with the outcome of the investigation within 25 working days of the date from when you raised the complaint with us, unless there is significant complexity within the complaint or annual leave absence of appropriate staff/clinicians which would prevent interview or investigation. In these circumstances we will agree a suitable timeframe for response with you.

### **Confidentiality**

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from your/the patients' healthcare record.

### **Getting further help with your complaint**

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. At the conclusion of the investigation your complaint will be discussed with you in detail.

You can get advice and support from the following:

Healthwatch Bolton

Telephone 01204 394603

Email: [info@healthwatchbolton.co.uk](mailto:info@healthwatchbolton.co.uk)

Bolton Advocacy Hub

Tel: 03003031660

[helpline@voiceability.org](mailto:helpline@voiceability.org)

PohWER

Tel: 03004562370

[www.pohwer.net](http://www.pohwer.net)

Parliamentary and Health Service Ombudsman

If you're not happy with our final response to your complaint and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman. The Ombudsman makes final decisions on complaints that have not been resolved by the NHS, government departments and some other public organisations. The service is free for everyone. To take a complaint to the Parliamentary and Health Service Ombudsman (PHSO) Ombudsman, the contact details are as follows:

[www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint)

Tel: 0345 015 4033

Address: PHSO, Citygate, Mosely Street, Manchester M2 3HQ