



Complaints Procedure

Introduction

At Ordsall Health Surgery, we strive to ensure all patients receive the highest standard of care. However, we understand that sometimes things may go wrong. When that happens, we welcome your feedback and operate a complaints procedure in line with NHS policy to address concerns quickly and thoroughly.

Complaints in General

We hope most issues can be resolved quickly and informally, often at the time they arise. If you are unable to resolve your concern in this way and would like to make a formal complaint, we encourage you to do so as soon as possible — ideally within a few days or weeks. This helps us investigate effectively and take appropriate action.

How to Complain

Contact Stuart Wright, our Practice Manager, via email at gmicb-sal.practicemanagement@nhs.net.

Dr. K Saxby is responsible for overseeing complaints. We will acknowledge your complaint within 3 working days and contact you to discuss how you'd like to proceed. Verbal complaints not resolved immediately will be recorded and shared with you in writing.

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If You Cannot Complain to Us

Contact NHS England:

By post: PO Box 16738, Redditch, B97 9PT

By email: england.contactus@nhs.net (Subject: For the attention of the complaints team)

By phone: 0300 311 22 33 (Mon–Fri, 8am–6pm)

Confidentiality

All complaints are treated in confidence. Any related paperwork will be stored securely and separately from your medical records. If you are complaining on behalf of someone else, we require written consent unless they are unable to provide it.

Taking Your Complaint Further

If you're not satisfied with our response, contact:

NHS SALFORD ICP, Civic Centre, Chorley Rd, Swinton, M27 5AW

Phone: 0161 290 4990 | Email: gmicb-sal.involve@nhs.net

Independent Review

If still dissatisfied, contact the Parliamentary & Health Service Ombudsman: Millbank Tower, Millbank, London SW1P 4QP

Phone: 0345 015 4033 | www.ombudsman.org.uk

Care Quality Commission (CQC)

Report care concerns to:

Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Phone: 0300 061 6161 | www.cqc.org.uk

Legal Action

If legal proceedings begin or are indicated, the complaints procedure will cease and the matter will be handled between you and your solicitor.