**Moorside Medical Practice**

**Complaints Procedure**

# Comments, Complaints and Suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

We always try to give you the best possible service, but there may be occasions when you feel this has not happened. This leaflet explains what should do if you have a complaint about the service we provide for you.

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

**Making a Complaint**

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 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 most a few weeks – because 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 12 months of the incident that caused the problem; or
* Within 12 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

***In person*** – ask to speak to the Business Manager Debra Pryce.

***In writing*** – some complaints may be easier to explain in writing - please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible.

**What We Shall Do**

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

**Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality.

If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Please ask at reception for a third party consent form which the patient will need to sign to enable the complaint to proceed.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply.

We may still need to correspond direct with the patient, or may be able to deal direct with the third party, and this depends on the wording of the authority provided.

**What You Can Do Next**

We hope that, if you have a problem, you will use our procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

If you are dissatisfied with the response to your complaint, you can approach the Health Service Ombudsman. They are completely independent of the NHS & Government. The contact details are:

**The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP**

**Tel: 0345 015 4033**

Email: phso.enquiries@ombudsman.org.uk

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

If you need assistance in making your complaint or you are not happy to talk to the practice you may contact the Complaints Department at NHS England:

**NHS England**

**PO Box 16738**

**Redditch**

**B97 9PT**

**Tel: 0300 311 2233**

Email: England.contactus@nhs.net

**Free help and advice can be obtained from the PALs**

Call 0161 778 5665 between 09.30 and 16.30 Monday to Friday or drop into one of the front of house PALS offices at your nearest Northern Care Alliance hospital.

The Independent Complaints Advocacy (ICA) can also provide free independent advice and support to people making complaints:

Tel: 08088023000

Email: hub@carersfederation.co.uk

# *Help us get it right*

**We constantly try to improve the service we offer to our patients.**

**Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.**

Please send any comments you may to:

***Debra Pryce Business Manager***

***Moorside Medical Practice***

***681 Ripponden Road***

***Oldham***

***OL1 4JU***

***Tel: 0161 357 5250***