

THE GRANGE SURGERY

BIRKDALE

Patient guide: Patients Complaints

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Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise, either with the person concerned or with the Practice/Deputy Manager. Please feel free to ask to speak with the Practice Manager or Deputy Manager. If they are not available, we can arrange for one of them to contact you.

If you are unable to resolve your complaint in this way and wish to make a formal complaint, you should do so, preferably in writing, as soon as possible after the event, ideally within a few days. This helps us establish what happened more easily. In any event, this should be:

- ❖ Within 12 months of the incident, *or*
- ❖ Within 12 months of you discovering that you have a problem

State your case clearly, giving as much detail as you can.

If you are a registered patient, you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. See the separate section in this leaflet.

We can provide you with a Patient Complaint Form to register your complaint, and this includes a Third Party Authority Form to enable a complaint to be made by someone else. Please ask at reception for this. You can also provide this in your own format, provided it covers all the necessary aspects.

Please send your written complaint to the Practice Manager

What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt of written complaints 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 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.

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

Above all we will always deal with your complaint in an open, transparent, and respectful way.

Complaining on Behalf of Someone Else

We keep to the strict rules of medical and personal 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. The Patient Complaint Form available on our website or from reception includes a Third Party Authority Form.

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

If you feel you cannot raise your complaint with the Practice directly

We believe talking with us will give the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However, if you prefer to talk to someone else then the following advice and guidance is available:

- Patient Advice and Liaison Service (PALs): tel 0800 132996 or email enquiries@cheshireandmerseyside.nhs.uk
- Healthwatch: tel 0300 68 3000 or e-mail enquiries@healthwatch.co.uk. Healthwatch can also advise of NHS complaints advocates in the area who can support you.

You can also make a complaint direct to the commissioning body:

- NHS Cheshire and Merseyside ICB: tel 0800 132996 or email enquiries@cheshireandmerseyside.nhs.uk

If You Are Dissatisfied with the Outcome

If you are not satisfied with the response to your complaint, you have the right to take your complaint to the Parliamentary & Health Service Ombudsman. For more information contact their helpline on 0345 015 4033 or visit the website www.ombudsman.org.uk.