

If you are dissatisfied with the Outcome

You have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel: 0345 015 4033

Website: www.ombudsman.org.uk

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

Practice Complaint Procedure

We believe this will give the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice.

However, you have the option of contacting NHS England's Patient Information Line on 0300 311 2233 if you want to discuss a matter with them.

You can also contact Healthwatch.



Healthwatch England is the national consumer champion in health and care. They have statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver, and regulate health and care services.

You can contact Healthwatch on:

Tel 0300 68 3000 or by e-mail at enquiries@healthwatch.co.uk



Ainsdale Village Surgery

Complaints Procedure

Reviewed: April 2026

Contact Details

Ainsdale Village Surgery
2 Leamington Road
Southport
Merseyside
PR8 3LB

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 Managers, 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 separate 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 provide this in your own format, provided it covers all the necessary aspects.

**Send your written complaint to:
Mrs Debbie Walton or Mrs Nina Price, Practice Managers**

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.

There is a consent form available at reception.

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 directly with the third party, and this depends on the wording of the authority provided