



## Patient Information Leaflet for Comments, Complaints and Suggestions

### Introduction

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.

### Making a complaint

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.

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

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 Practice Manager

**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 shall acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.



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 appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

### **Complaining on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A 3<sup>rd</sup> Party Consent Form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **What you can do next**

We hope that, if you have a problem, you will use our practice complaints 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 feel you can not raise your complaint with the practice directly**

The Patient Advice and Liaison Service (PALS) based at **NHS Sefton** provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

Please phone **0800 218 2333** this number covers the whole of Sefton.

If you live in the area that covers **South Sefton** you can contact PALS on the freephone number above or visit the PALS office at 3<sup>rd</sup> Floor Merton House, Stanley Road, Bootle L20 3DL (please ring the office first to make sure someone is available).

If you live in the area that covers **Southport and Formby** you can contact PALS direct on the freephone number above or visit the PALS office at 5 Curzon Road, Southport, PR8 6PL (please ring the office first to make sure someone is available).

You can also contact Healthwatch England.

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

Healthwatch can be contacted by telephone on 0300 068 3000 or by email at [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)

### **What happens if you prefer to complain directly to the commissioning organisation?**

If your complaint is about Primary Care services such as GP's, dentists, opticians or pharmacy services, you should contact NHS Cheshire and Merseyside Integrated Care Board (ICB).

- Telephone: 0800 132 996
- E-mail: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)
- Or in writing to: Patient Experience Team, No.1 Lakeside, 920 Centre Park Square, Warrington, WA1 1QY

### **If you remain dissatisfied with the responses to your complaint**

You have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service. You can contact them as follows:

#### **The Parliamentary and Health Service Ombudsman**

**Millbank Tower**

**Millbank**

**London**

**SW1P 4QP**

**Tel: 0345 0154033**

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

### **Help us get it right**

We constantly try to improve the service we offer. 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.

Last updated 09/2024