

MIDDLEWOOD LEAFLET ABOUT COMPLAINTS

This Leaflet explains how you can make a complaint about any aspect of Middlewood and its services. For further information, please contact a member of our staff.

1. MAKING A COMPLAINT

If you are unhappy or concerned about a service that you receive from the doctors or any of the staff working in the surgery, please let us know. The best way for us to improve and provide the service that you expect from us is to listen to your comments and learn from what you have to say.

Most problems can be sorted out quickly and easily by speaking with us, perhaps at the time the problem arises, either with the person concerned or the Practice Base Manager. This may be the approach you try first.

An alternative route would be for you to make a formal complaint. If possible, we would prefer to receive this in writing to the Practice Base Manager and soon after the event, as this helps us to establish what happened more easily. As a longstop-date you must make sure that you inform us within 12 months of the incident (or within 12 months of you becoming aware of it).

If you are a registered patient, you can complain about your own care. You will usually need to have written authority to complain about someone else's treatment. See the separate section in this leaflet.

2. WHAT WE DO NEXT WITH FORMAL COMPLAINTS

We aim to settle complaints as soon as possible.

We will acknowledge a formal complaint within 3 working days after receipt of it. In our acknowledgement we will invite you to discuss the complaint further with us, including the time that we will take to investigate it. We will keep you informed as the investigation progresses, and always let you know if our investigations will take longer than we expected.

We will use information that you provide to help us to continuously examine our procedures and implement appropriate improvements.

When the investigations are complete, we will contact you to set out the details of your complaint, our investigation of it, and our conclusions, including any lessons learned and action to be taken. We will let you know that you can contact the Parliamentary and Health Service Ombudsman if you are unhappy with our approach or conclusions and provide you with contact details.

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 it.

3. COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we adhere strictly to the rules of medical confidentiality. If you are making a complaint on behalf of someone else, we must be sure that you have his or her permission to do so. Please ask at reception for a form called: Patient Complaint – Consent to Representative. Completing this form will provide us with the written consent that we need.

There are exceptional circumstances where it won't be necessary for you to submit this completed form to us. For example, the person you act on behalf of may lack capacity to provide consent or you may already be appointed to act by a Power of Attorney that covers healthcare. We can provide you with further information about this if you think it's relevant to you.

4. FURTHER INFORMATION

If you would like further information about our complaints process, please just speak to a member of our staff.

If you would prefer to raise your concern with someone other than our surgery, you can approach **NHS Cheshire & Merseyside** using the following contact details:

Integrated Care Board
NHS Cheshire & Merseyside
Patient Experience Team
1 Lakeside
920 Centre Park Square
Warrington
WA1 1QY
Tel: 0800 132 996
Email: enquiries@cheshireandmerseyside.nhs.uk

If you would like assistance with a complaint, you can contact either the **Independent NHS Complaints Advocacy Service (ICAS) for Cheshire**:

Healthwatch Cheshire CIC
Sension House
Denton Drive
Northwich
Cheshire
CW9 7LU
Tel: 0300 323 0006
Web: www.healthwatchcheshire.org.uk
Email: info@icascheshire.org.uk

Or **Patient Advice and Liaison Service (PALS)**:

Tel: 0800 161 3997