



AINSDALE VILLAGE SURGERY

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 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Operations 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 Operations 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 Operations 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 either verbally or in writing, and will offer to discuss the matter with you.

We will offer you a meeting to agree a timeframe for resolution and to reach an agreement with you on how you wish the complaint to be handled and the likely period for completion of the investigation and response to you.



If you would prefer not to accept the offer of a discussion we will determine a specified response period and notify you in writing of that period.

We will aim to investigate and deal with all complaints efficiently and speedily.

We will send you a written response with a report on the investigation as soon as reasonably practical. If we are not able to meet the response deadline we have agreed with you, we will contact you to advise why, and negotiate another timescale.

All verbal complaints will be recorded in writing by the Practice and should you request a copy we can provide this for you.

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.

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 Third 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.

However this does not affect your right to approach NHS England, they can be contacted on **0300 311 2233** if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint. The contact details for NHS England are detailed below:

NHS ENGLAND:

Email: england.contactus@nhs.net

Address: NHS ENGLAND
PO BOX 16738
Redditch
B97 9PT



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 CCG** you can contact PALS on the freephone number above or visit the PALS office at 3rd 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 CCG** 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).

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

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.