

Complaining on Behalf of Someone Else

Please note that if you are complaining on behalf of someone else, the Practice needs to know that you have his or her permission to do so. A letter signed by the person concerned will be required, unless they are unable to provide this due to illness or disability.



Who to contact if you feel that you cannot approach the Practice

The Practice hopes that you are able to approach us however if you feel that this is not possible please address your concerns to NHS England at:

NHS England Customer Contact Centre
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 2233
Email: England.contactus@nhs.net

What to do if you are not satisfied

The Practice hopes that if you have an issue you will use the Practice Complaints Procedure. However, if you are not happy with the response from the Practice you can refer your complaint to the Parliamentary and Health Service Ombudsman.

The Ombudsman investigates complaints that individuals have been treated unfairly or have received poor service from government departments and other public organisations and the NHS in England.

The Ombudsman can be contacted at:

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP

Tel: 0345 015 4033
Web: www.ombudsman.org.uk

Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried out by this Practice then you can contact the Care Quality Commission on 03000 616 161, or alternatively visit www.cqc.org.uk

Please let us know if you require this leaflet in a different format.

Urmston Group Practice

Complaints & Comments Leaflet



**6 Woodsend Crescent Road,
Urmston, M41 8AA**

**(T) 0161 755 9870
(F) 0161 755 9476**

(E) clinical.ugp@nhs.net

www.urmstongrouppractice.co.uk



@UrmstonGroupGP

Let the Practice Know Your Views

Urmston Group Practice is always looking for ways to improve the services it offers to patients. To do this effectively, the Practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the Practice continue to build and improve upon the service it offers.

Use this form to tell us about our service

- Were staff helpful and courteous?
- Did you get an appointment with the practitioner you wanted to see?
- Could you easily get through on the telephone?
- Was the time you waited to see the practitioner acceptable?

Practice Complaints Procedure

If you have a complaint about the service you have received from any member of our team, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints that meets national criteria. If you make a complaint it is our policy to ensure you are not discriminated against, or subjected to any negative effect on your care or treatment.

How to Complain

If your issue cannot be resolved by the member of staff you are dealing with at the time please contact in writing either by post or by sending an email to clinical.ugp@nhs.net for the attention of the Management Team who will try to resolve the issue for you. Please allow 20 working days for a response.

If you wish to make a complaint please let us know as soon as possible, ideally within a matter of days. This will enable the Practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales.

- Within twelve months of the date the matter that is subject to complaint occurred, or
- Within twelve months of the date the matter that is subject to complaint came to the notice of the complainant.

The Practice will acknowledge your complaint within three working days.

Within your acknowledgement letter you will be informed of the expected date of response.

Complaints and Comments Form

Name:.....

Address:

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Telephone:

Date of complaint/comment:

Details:

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Signed: