

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 0154033
Website: www.ombudsman.org.uk

You may also approach:

The Complaints Department
NHS Oldham
Ellen House
Waddington Street
Tel: 0161 622 6430/1/2/3



Werneth Medical Practice

76a Windsor Road
Oldham
OL8 4AL
Tel: 0161 620 5677
Fax: 0161 620 5679

Website: www.wernethmedicalpractice.nhs.uk

NHS

**WERNETH
MEDICAL
PRACTICE**

**OUR COMPLAINTS
PROCEDURE**



TEL- 0161 620 5677

COMPLAINTS PROCEDURE

Making a Complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able 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 and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident,

Or within 12 months of you discovering the issue 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 are able to provide you with a separate complaints 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 providing this covers all the necessary aspects. Send your written complaint to the Practice Complaints Manager:

Nousheen Chudhary

For help with making your complaint you can contact ICAS. The Independent Complaints Advocacy Service (ICAS) supports patients and their carers wishing to pursue a complaint about their NHS treatment or care. This statutory service was launched on 1st September 2003 and provides for the first time a national service delivered to agreed quality standards. The contact number is 0300 456 8350.

What we do next

There will be early contact with the complainant within 5 working days to agree method of handling and timescale with complainant. We look to settle complaints as soon as possible. We will acknowledge receipt within 5 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 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.

There may be a possible delay if the practice Complaints Manager is away during the time that the complaint is made, but we will endeavour to keep you involved at all times. When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, 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.

Where your complaint involves more than one organization (e.g. social services) we will liaise with that organization so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been initially to an incorrect organization, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

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. Please ask at reception for the complaints form which contains a suitable authority for the patient to sign to enable the complaint to proceed.

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 direct with the patient or may be able to deal direct with the third party and this depends on the wording of the authority provided.