

If you are Dissatisfied with the Outcome

If you are dissatisfied with the outcome of your complaint, you have the right to approach the Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW14 4QP

Tel: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

If you feel you cannot raise your complaint with us you can also contact NHS England:

NHS England

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 2233

Email: england.contactus@nhs.net



Werneth Medical Practice

76a Windsor Road

Oldham

OL8 4AL

Tel: 0161 620 5677

Fax: 0161 620 5679

www.wernethmedicalpractice.nhs.uk

WERNETH MEDICAL PRACTICE

COMPLAINTS PROCEDURE



Are you dissatisfied with a service you have received?

We always aim to provide the best possible service to our service users, however at times you may feel like this was not the case. The following procedure explains how to make a complaint if you are not satisfied with the service.

Do you have the right to complain?

All service users have a right to complain. In line with our confidentiality agreement if the request is made on behalf of the patient, consent will be required from the patient unless the patient is incapable (due to physical or mental illness) of providing consent.

What is the procedure?

Most problems can be resolved 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:

- Verbally
- Over the phone or
- In writing as soon as possible

It is always best to raise the complaint immediately after the event and ideally within a few days, as this helps us to establish what happened more easily.

All complaints must be addressed to the Practice Manager on the below email address. If for any reason the practice manager is unavailable, please address the complaint to the health professional you have seen on the same email below:

Practice manager—Iram Hanif

Email: werneth.medicalpractice@nhs.net

The complaint must be logged within 12 months of the incident, or within 12 months of you discovering the issue giving, as much detail as you can.

For help with making your complaint you can contact Health Watch. Health Watch supports patients and their carers wishing to pursue a complaint about their NHS treatment or care.

Healthwatch Oldham

12 Manchester Chambers,

West Street

Oldham

OL1 1LF

Tel: 0161 622 5700

Email: NHScomplaints@healthwatcholdham.co.uk

What if there is a delay?

There may be a possible delay if the practice Complaints Manager is away during the time that the complaint is made, but we will always endeavor to keep you informed. When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from and make it possible for you to discuss the issue with those involved if you would like to do so and if possible. When the investigations are complete your complaint will be determined and a final response sent to you.

What if my complaint involves other organisations?

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 initially sent to an incorrect organisation, 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 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 correspond with a third party about the matter. 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.

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