

St Hilary Group Practice

PATIENT COMPLAINTS PROCESS

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. Every patient has the right to make a complaint about the treatment or care they have received at our practice.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise. Please speak to a member of staff or ask to speak to the Practice Manager.

A complaint can be made verbally or in writing. You can also complete an online form via our website www.sthilarygrouppractice.co.uk

You should address your complaint in writing to Mrs Monika Doyle, the Practice Manager (you can use the attached form) or via email to cmicb-wi.shgpadmin@nhs.net She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

If you wish to make a formal complaint, please do so as soon as possible - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated and resolved the matter as soon as possible but will give you some idea of how long that may take at the outset. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

COMPLAINING TO A THIRD PARTY

In the event of not wishing to complain to the practice you should make your complaint to the NHS Cheshire and Merseyside ICB:

<https://www.cheshireandmerseyside.nhs.uk/contact/complaints>

If you are not satisfied with the response, you can refer the complaint to the **Parliamentary and Health Service Ombudsman**

Citygate
47 Mosley Street
Manchester
M2 3HQ

or visit the “Making a complaint” page www.ombudsman.org.uk (to complain online or download a paper form).

Alternatively you may call the PHSO Customer Helpline on 0345 015 4033 from 9am to 4pm Monday to Thursday / Friday 8.30am to 12pm.

ST HILARY GROUP PRACTICE – COMPLAINTS FORM

Surname	
Forename	
Date of birth	
Address + Postcode	
Telephone no.	
Complaint details (include dates, times and names of practice staff is known):	
Continue overleaf	

Signature:

Date:

Third Party patient consent

Patient Details

Surname	
Forename	
Date of birth	
Address + Postcode	
Telephone no.	

Third Party Details

Surname	
Forename	
Date of birth	
Address + Postcode	
Telephone no.	

Declaration

I hereby authorise the third party detailed above to act on my behalf in making this complaint and to receive such information as may be considered relevant to the complaint. I understand that any information given about me is limited to that which is relevant to the subsequent investigation of the complaint and may only be disclosed to those people who have consented to act on my behalf.

Signature:

Date:

Full name: