



Patient information for complaints

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

How to complain

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 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem,

Complaints should be addressed to the Practice Manager or any of the doctors. It will be a great help if you are as specific as possible about your complaint.

How we deal with your complaint

We shall acknowledge your complaint within three working days of receipt. We then hold a meeting with the relevant staff to investigate. 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 this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

If you feel anxious about making a complaint yourself, you can ask a relative/friend to complain on your behalf, provided they have your permission to do so or, alternatively, contact the Independent Complaints Advocacy Service (ICAS) on tel. no. 0808 801 0389.
Postal Address – Health watch Advocacy the Gateway Conference Centre, 71 London Road, Liverpool, L3 8HY
Email address - merseysideandcheshire@healthwatchadvocacy.co.uk

Complaining on behalf of someone else

Please note that we keep strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed.

Complaining to the health authority

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the local health authority, if you feel you cannot raise your complaint with us **or** you are dissatisfied with the result of our investigation. You should contact the local health authority complaints department, tel. no. 0151 651 0011.

You may also like to contact the Patient Advice Liaison Service. This service is the first point of call for patients who have concerns about the service they have received, or are unsure about how to access services they may be entitled to. For further information or advice contact the Patient Advice and Liaison service (PALS) on **0151 334 4000**