

TAKING IT FURTHER

If you feel dissatisfied with our reply, but do not wish to contact us further, then you can contact the Parliamentary and Health Service Ombudsman to review your complaint. The Ombudsman would generally only agree to review a complaint if they feel you have exhausted all attempts to resolve your complaint with the practice.

The contact details for the Ombudsman are:

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

Tel 0345 0154033

www.ombudsman.org.uk

If you would like help and support when making a complaint you can contact the Independent Complaints Advocacy (ICA). ICA provides a free of charge service including offering support to complainants and are independent of the NHS. Your local independent complaints advocacy service is provided by:

Greater Manchester ICA,
71 London Road
Liverpool
L3 8HY.
Telephone 0808 801 0390.

Email:- Manchester@carersfederation.co.

(If required, interpreter services can be made available)

Comments, complaints and suggestions

- Patient Information -



GP Partners

Dr B.N. Macdonald (m)
Dr R.I. Heaney (f)
Dr S.S. Ladha (m)
Dr. N. Hankins (f)

Salaried GPs

Dr A MacDonald (f)
Dr E Barnes (f)

Telephone: 0161 928 9621

Fax: 0161 926 9317

www.barringtonmedicalcentre.co.uk

Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients and so we will always be willing to hear if there is any way that you think that we can improve the service we provide. We operate a Practice Complaints Procedure as part of an NHS system for dealing with complaints and our procedure meets national guidance and legislation.

HOW TO COMPLAIN

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

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** – 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 you becoming aware that you have a problem

The Practice Manager will be pleased to deal with any complaint that you may have. The procedure will be clearly explained to you to make sure that your concerns are dealt with promptly. You can make your complaint:

- ***In writing***
 - Some complaints may be easier to explain in writing. Please give as much information as you can, then send your complaint to the practice for the attention of Practice Manager, Barrington Medical Centre as soon as possible.
- ***In person or by telephone***
 - Ask to speak to The Practice Manager.

Alternatively,

You can complain to NHS England. NHS England are responsible for commissioning (purchasing) Family Health Services, such as the service provided by the Practice. If you make a complaint to NHS England, it will be for NHS England to determine if it will investigate the concerns or if the practice should investigate. NHS England cannot investigate a complaint that has already been, or is currently being investigated by us

NHS England can be contacted by telephone on 0300 311 22 33, by email at england.contactus@NHS.net or by writing to NHS England, PO Box 16738, Redditch, B97 9PT

Complaining on behalf of someone else

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 available through our reception team.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days. 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; make sure you receive an apology if this is appropriate, and learn from your concerns to avoid a similar event happening again.

You will receive a final letter setting out the result of any practice investigations. We hope that our response will address all your concerns and reassure you that we have taken your complaint seriously. If you have any further concerns, please contact the Practice Manager who will be happy to discuss your concerns further to see how we can help.