

THE VILLAGE SURGERY - FORMBY

Complaints procedure

Practice complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any member of staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints, and which 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 the most a few weeks, as this will enable us to establish what happened more easily. However, if this is not possible, please let us have details of your complaint: -

- ◆ Within 6 months of the incident that caused the problem or
- ◆ Within 6 months of discovering that you have a problem, providing this is within 12 months of the incident

Complaints should be addressed to Ms Susan Lowe, Practice Manager, the Complaints Administrator, or any of the Doctors personally. Alternatively, you may ask for an appointment in order to discuss your concerns, where the complaints procedure will be explained to you and ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we will do

We will acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date it was raised. We will then be in a position to offer you an explanation, or a meeting with the people involved. 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

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A signed consent form will be needed, unless the patient is incapable (because of illness) of providing this. Please ask a member of staff for a form.

Complaining to the CCG

We hope that, if you do have a problem, you will use our practice complaint procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to approach the CCG (Clinical Commissioning Group) if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation. You should address your complaint to the CCG complaints manager, or alternatively you can contact your local Patient Advice and Liaison Service, details on the free phone telephone number **0800 218 2333**; this number covers the whole of Sefton.

If you live in South Sefton you can contact PALS on the freephone number above or visit the PALS office at Merton House, Stanley Road, Bootle, L20 3DL (please ring the office first to make sure someone is available).

If you live in North Sefton you can contact PALS direct on the freephone number above or visit the PALS office at 5 Curzon Road, Southport, PR8 6PL (please ring the office first to make sure someone is available).

Alternatively you can contact Healthwatch Services for support with your complaint
Tel : 0800 2061304

If you have tried to get a complaint resolved but remain unhappy you can contact the Parliamentary and Health Service Ombudsman website or call 0345 015 403

Copies of this notice are available from reception.

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