

Complaining to a third party

If you have a problem, we hope you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong, and give us an opportunity to improve our services.

However this does not affect your right to approach NHS England. If you feel you cannot raise your complaint with us OR you are dissatisfied with the result of our investigation, please contact them in the next instance.

Please write to:

NHS England
PO Box 16738
Redditch
B97 9PT

Or you can telephone 0300 311 22 33 or you can email at england.contactus@nhs.net



“Our aim is to provide our patients with the highest quality of care in all areas of family medicine, in a friendly and welcoming environment”

Complaints Procedure Leaflet For Patients

Version: September 2016

Address: Civic Centre, Off Park Lane, Poynton, Cheshire,
SK12 1GP
Telephone: 01625 872 299
Fax: 01625 859 948
Email: priorslegh@nhs.net
Website: www.priorslegh.co.uk

At Priorslegh Medical Centre we strive to provide a service which meets the highest expectations of all our patients. **Despite our best efforts there may be occasions when you feel dissatisfied with a service we have provided.**

If you are unhappy or concerned about a service you have received from the doctors or any of the staff working in this practice, please let us know.

The best way for us to improve our services and provide what you, the patient, expects from the surgery is to listen to your comments and learn from what you have to say.

We will do all we reasonably can to resolve your complaint at the earliest opportunity. We cannot guarantee to please everyone all the time – sometimes we may not be able to do what you want us to do due to budgetary, legal or other constraints. If this is the case, we will let you know.

How to make a complaint

We hope that most problems can be sorted out easily and quickly at the time they arise and with the person concerned. If you are unhappy with the response please ask to speak to their Manager. If your problem cannot be sorted out in this way and you wish to make a complaint, it would be mutually beneficial if you could let us know **as soon as possible** – within a few days or, at the most, a week after the event – because this will enable us to establish the facts more easily. If it is not possible to do this,

please put your complaint in writing to the Surgery:

- 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 may be made in writing to our Practice Manager Warren Tuite, or to any of the doctors. Alternatively, you may ask for an appointment with Mr Tuite to discuss your concerns. He will explain the complaints procedure to you and will ensure your concerns are dealt with promptly. It would be helpful if you can be as specific about your complaint as possible.

If you would like to write to the practice then you can either hand this in to our reception team, post to:

Warren Tuite
Practice Manager
Priorslegh Medical Centre
Civic Centre, Off Park Lane
Poynton
Cheshire
SK12 1GP

Or you can email our Practice Manager directly at warrentuite@nhs.net

What we will do

We will acknowledge your complaint within 2 working days and agree with you a reasonable time limit for the complaint to be investigated and reported on. However, this would normally take no longer than 10 working days. At this time, if we feel it would be beneficial to meet with any third parties for clarification purposes, we will contact you and arrange a meeting if you feel this will help.

When we investigate your complaint, we aim to:
Find out what happened and what went wrong;
Facilitate discussions of the problem between you and the others involved;
Ensure you receive an apology, where this is appropriate;
Identify what we can do, as a practice, to minimise the chances of the problem happening again.

Making a complaint on behalf of someone else

Please note that the practice adheres strictly to the rules of medical confidentiality. If you are making a complaint on behalf of someone else, we have to be sure that you have his or her permission to do so. A signed note of authority from the person concerned (or their parent/legal guardian) must be given to the practice in order for us to proceed with the complaint.