**WALLASEY MEDICAL CENTRE**

**Making a complaint**

Although we work hard to offer high standards of service and care, things can sometimes go wrong.  Should this happen, we will do all that we can to put things right for you, and to make sure that the same thing doesn't happen again.

We take all complaints very seriously and will respond to you as quickly as possible.

## Talking it through

If you have a concern about the care that you have received, it is best to try to sort it out straight away. Call us on 01895 674156 (or if you are at the surgery ask to speak to someone in person).

Who to talk to:

* Practice Manager: Suzanne Molloy
* Administration Manager: Anjeela Punj

Hopefully we will be able to sort out your concern very quickly.

*If your complaint is about a staff member, please try to obtain their name.*

## What if I am not satisfied?

If you are not satisfied with the response that you receive, you can make a formal complaint

**Making a formal complaint**

If you wish to make a formal complaint, please write to:

Suzanne Molloy

Practice Manager

Wallasey Medical Centre

1 Wallasey Crescent

Ickenham

Middlesex UB10 8SA

Email: hillccg.wmc@nhs.net

## Writing a complaint

Ideally, all complaints should be made within six months of the issue, as this makes it easier for everyone to remember what happened and helps us to respond quickly.

Please give as much relevant information as you can, including your name and address. If relevant, also include the name of the doctor or nurse caring for you.

If you are raising more than one concern, it helps to number each point. This helps us to make sure we answer all of your concerns.

You can ask a friend or relative to make a concern on your behalf. If you do, we will ask you to sign a consent form, giving us permission to disclose your personal information to this person.

If you require any independent support or advice, you can contact the Independent Complaints Advocacy Service on 0300 456 2370

## What happens next?

We will acknowledge your complaint within three working days. We will do our best to give you a full reply as quickly as possible - usually within 20 working days. If we think it will take longer than this to investigate your complaint fully, we will let you know.

Sometimes, we may invite you to a meeting to discuss your case with the relevant staff. You can invite a relative or friend to this meeting.

## What can I expect from the process?

As a result of a complaint, The Wallasey Medical Centre can:

* Carry out an investigation and offer an explanation for what happened
* Offer an apology or some other statement of regret
* Take steps to put matters right and ensure you that they have done so.

Your complaint is not kept in your medical notes, so will not affect your future care in any way.

We are fully committed to learning from all the complaints we receive.

## What if I am still not happy?

## Patients who have a comment or complaint about a GP, dentist, pharmacy or optician, which cannot be resolved locally with the practice manager, can contact NHS England using the details below:

## NHS England, PO Box 16738, Redditch, B97 9PT.

## Tel: 0300 311 22 33 email: england.contactus@nhs.net

**And if I am still not happy?**

If you are still not satisfied with our reply you have the right to refer the matter to the Parliamentary Ombudsman. Contact details are:

The Parliamentary Ombudsman

Milbank Tower, Milbank, London, SW1P 4QP

Tel: 0845 015 4033

Fax: 020 7217 4940

Textphone: 020 7217 4066

SUZANNE MOLLOY

PRACTICE MANAGER