

OAK VALE MEDICAL CENTRE

COMPLAINTS PROCEDURE

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If you have a complaint or concern about the service you have received please let us know. We do our utmost to provide a high level of service at all times, but we accept that occasionally this might not happen. When this occurs, we will apologise and deal with your complaint as quickly as possible.

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 problems 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, as this will enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint:

Formal complaints should be addressed to Carol Reid (Complaints Manager) or in her absence Dr Khuraijam 'Responsible Person'. However, all complaints will go to the Reception Supervisor for screening and prioritisation. Alternatively, you can complain to the local HealthWatch Advisory and Liaison Service Complaints Department. Once your complaint is received, you will receive an acknowledgement of it within 7-10 working days.

For informal complaints you can ask to speak to the Reception Supervisor or the Deputy Reception Supervisor, as a last resort, the Practice Manager; in their absence any of the doctors will attempt to resolve the situation satisfactorily. They will explain the Complaints Procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint i.e. dates, times, what was said or done etc.

WHAT WE WILL DO

Formal Complaints

We will acknowledge your complaint within 3 working days and aim to investigate your complaint as quickly as possible. If we require further time to investigate, we will write to you and make you aware of the delay and will give you an estimated time when you can expect a response. We should then be in a position to offer you an explanation or a meeting with the people involved.

When we investigate 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
- Identify what we can do to make sure the problem doesn't happen again.
- If you are dissatisfied with the practice's response, you can ask for further clarification or request a meeting between you and the practice and have a representative of your choice attend with you which could be a family member, friend, a member of Healthwatch. Complaints dealt in this way are considered to be a local resolution. Alternatively, you have the right to refer your complaint to the Healthcare Commissioner's Ombudsman' within 28 days of the response from the GP.

Informal Complaints

Most complaints can be sorted out informally this will of course depend on the type of complaint and its seriousness. Often it can be a communication breakdown that is the cause of the problem, in some cases we can deal with this quickly and hopefully by the next working day. When this happens, we will give you an account of the complaint you made and how it was dealt with together with any service changes that will happen as a result of your complaint.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please be aware we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission. A note showing their consent and signed by the person concerned will be required, unless they are incapable (because of severe illness or mentally incapacitated), in which case the doctors will need to determine the release of medical information without the patient's consent and may seek legal advice before doing so. If this happens, we will contact you keeping you up to date with events.

COMPLAINING TO LIVERPOOL HEALTHWATCH or the HEALTHCARE COMMISSIONER OMBUDSMAN

In all complaint cases, you must first seek local resolution with the practice. We hope if you have a problem, you will allow the practice the opportunity to investigate your complaint using our complaints procedure. We believe this will give us the best chance of putting right what has gone wrong and is a way of improving our services for patients. If you feel you cannot raise your complaint with us or if you are dissatisfied with the result of our investigation, you can contact Healthwatch (Independent Complaints Service) for further advice and support in making your complaint.

Healthwatch Liverpool
4th Floor, LCVS Building
151 Dale Street
Liverpool
L2 2AH
Tel: 0300 777 7007
e-mail: enquiries@healthwatchliverpool.co.uk

The Parliamentary and Health Service Ombudsman
Millbank Tower
21 Millbank
Westminster
London
SW1P 4QP
Tel: 0345 0154033 or <https://www.ombudsman.org.uk>