

## **Practice Complaints Procedure**

### **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 most a few weeks - because this will enable us to establish what happened more easily.

You should normally make a complaint within twelve months of the event, or within twelve months of becoming aware that you have something to complain about. However, these time limits may be waived if there are good reasons why you could not complain earlier and if we are still able to investigate the complaint fairly and effectively in spite of the delay.

### **Complaints can be made in the first instance either verbally or in writing to the Practice Manager**

#### **What we will do:**

We will acknowledge receipt of your complaint within 3 working days either verbally or in writing and will offer to discuss the matter with you.

We will offer you a meeting to agree a timeframe for resolution and to reach an agreement with you on how you wish the complaint to be handled and the likely period for completion of the investigation and response to you.

If you would prefer not to accept the offer of a discussion, we will determine a specified response period and notify you in writing of that period.

We will aim to investigate and deal with all complaints efficiently and speedily. We will send you a written response with a report on the investigation as soon as reasonably practicable. If we are not able to

meet the response deadline, we have agreed with you, we will contact you to advise why and negotiate another timescale.

### **When we look into your complaints, we will aim to:**

- Find out what happened and what went wrong,
- Advise you what we will do to put the matter right,
- Make sure you receive an apology where this is appropriate,
- Identify what we can do to make sure the problem does not happen again.

We hope that if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve the services provided by our Practice.

Please note: If you make a complaint, it is Practice policy to ensure that you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

### **If you do not wish to complain directly to Ainsdale Village Surgery, please address your complaint to:**

#### **NHS England**

Regatta Place,  
Summers Road, Brunswick Business Park,  
Liverpool,  
L3 4BL  
Telephone: 0151 285 4777

**OR**

## **Patient Advisory Liaison Service (PALS)**

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS Complaints Procedure and may be able to help you resolve your complaint informally.

**Your local PALS Office can be contacted on: 0800 213 2333**

If you are not content with the outcome of your complaint following on from investigations, you can ask the Ombudsman to independently review your case by writing to:

### **The Parliamentary and Health Services Ombudsman**

Millbank Tower  
Millbank  
London  
SW1P 4QP

Or email  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Or phone: 0345 015 4033

Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **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 need to know that you have their permission to do so. A letter signed by the person concerned will be needed unless they are incapable (because of illness) of providing this. Alternatively, please ask a member of our Reception team for a Third Party Consent Form which will need to be completed in the first instance.

### **If your complaint is not about the surgery but about another service:**

If your complaint is not about the Practice but about another service, such as a community or hospital service you can contact the NHS Cheshire and Merseyside Integrated Care Board  
Email: [Southseftonccg.complaints@nhs.net](mailto:Southseftonccg.complaints@nhs.net)  
Telephone: 0151 317 8456

## **AINSDALE VILLAGE SURGERY Patient Complaints**



2 Leamington Road, Ainsdale, Southport, PR8 3LB  
Telephone: 01704 395820  
Fax: 01704 395875

**If you have a complaint or concern about the service that you have received from the doctors or any other member of staff working in this Practice, please let us know. Ainsdale Village Surgery operates a complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.**

**We hope that we can sort most problems out easily and quickly, often at the time that they arise with the person concerned, however, if you wish to make a formal complaint, this information leaflet can tell you everything that you need to know...**